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## **SOCIAL SERVICES**

VARIANCE REPORT

PROGRAM TITLE:

SOCIAL SERVICES

12/5/23

PROGRAM-ID:

PROGRAM STRUCTURE NO: 06

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	2,656.75	1,896.25	- 760.50	29	2,676.75	1,919.75	- 757.00	28	2,676.75	2,278.00	- 398.75	15
<b>EXPENDITURES (\$1000's)</b>	3,968,936	3,500,095	- 468,841	12	452,750	577,012	+ 124,262	27	3,830,247	3,670,323	- 159,924	4
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	2,656.75	1,896.25	- 760.50	29	2,676.75	1,919.75	- 757.00	28	2,676.75	2,278.00	- 398.75	15
<b>EXPENDITURES (\$1000's)</b>	3,968,936	3,500,095	- 468,841	12	452,750	577,012	+ 124,262	27	3,830,247	3,670,323	- 159,924	4

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. % VULNERABLE ADULTS W/ APS NOT REABUSED	95	96	+ 1	1	95	95	+ 0	0
2. % WORK PGM PARTICIPANTS WHO EXITED WITH EMPLOYMENT	2	3	+ 1	50	3	2	- 1	33
3. %TANF/TAONF RCPT PART WRK PGM MTG FED WRK PART STD	15	16	+ 1	7	12	20	+ 8	67
4. % PLANNED HWN HOMESTEAD LOTS THAT WERE DEVELOPED	100	84	- 16	16	100	100	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

**PROGRAM TITLE: SOCIAL SERVICES**

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**06**

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

Specific variances are discussed in detail in the lowest level program narratives.

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

Item 1. Due to SHPDA being placed on program review, no data was available under the planned column. SHPDA is now back to normal operations.

Item 2. The variance is due to the COVID-19-related activities added to the State plan.

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
<b>OPERATING COSTS</b>												
POSITIONS	675.00	469.50	- 205.50	30	678.00	488.00	- 190.00	28	678.00	657.00	- 21.00	3
EXPENDITURES (\$1000's)	308,433	192,661	- 115,772	38	33,596	71,636	+ 38,040	113	290,095	240,687	- 49,408	17
<b>TOTAL COSTS</b>												
POSITIONS	675.00	469.50	- 205.50	30	678.00	488.00	- 190.00	28	678.00	657.00	- 21.00	3
EXPENDITURES (\$1000's)	308,433	192,661	- 115,772	38	33,596	71,636	+ 38,040	113	290,095	240,687	- 49,408	17
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % CHDRN OOH RET TO FAM W/IN 12 MO OF OOH PLCMT	75	72.2	- 2.8	4	75	75	+ 0	0				
2. % VETERANS' SERVICES PLAN ACHIEVED	95	95	+ 0	0	95	95	+ 0	0				
3. % VULNERABLE ADULTS W/ APS NOT REABUSED	95	96	+ 1	1	95	95	+ 0	0				

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

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

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**06 01**

### **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.

PROGRAM TITLE: CHILD PROTECTIVE SERVICES  
 PROGRAM-ID: HMS-301  
 PROGRAM STRUCTURE NO: 060101

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	389.50	252.50	- 137.00	35	389.50	258.00	- 131.50	34	389.50	389.50	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	85,148	66,581	- 18,567	22	10,457	45,453	+ 34,996	335	89,011	44,663	- 44,348	50
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	389.50	252.50	- 137.00	35	389.50	258.00	- 131.50	34	389.50	389.50	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	85,148	66,581	- 18,567	22	10,457	45,453	+ 34,996	335	89,011	44,663	- 44,348	50

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. % CHDRN EXITING OOH CARE TO BIRTH PARENTS	60	54	- 6	10	60	55	- 5	8
2. % CHDRN SEEN WITHIN THE SPECIFIED TIME FRAME	52	65	+ 13	25	53	65	+ 12	23
3. % CHDRN EXITING OOH CARE TO ADOPTION/GUARDIANSHIP	35	38	+ 3	9	34	35	+ 1	3
4. % CHDRN W/ NO CAN W/IN 6 MOS OF CURRENT CAN	95	93.80	- 1.2	1	95	95	+ 0	0
5. % CAN REPORTS FOR INVESTIGATION IN CPSS W/IN 4 HRS	87	95	+ 8	9	87	90	+ 3	3
<b>PART III: PROGRAM TARGET GROUP</b>								
1. CHDRN IN OOH CARE TO RETURN TO PARENTS/GUARDIANS	624	520	- 104	17	636	520	- 116	18
2. CHDRN 0-18 IN NEW REPORTS OF ABUSE/NEGLECT/THREAT	10000	9174	- 826	8	9739	9735	- 4	0
3. CHDRN IN OOH CARE FOR ADOPTION/GUARDIANSHIP	408	369	- 39	10	424	365	- 59	14
4. CHDRN RECEIVING CWS SERVICES	6600	6313	- 287	4	6049	6025	- 24	0
5. CHDRN IN CAN REPORTS FOR INVESTIGATION/ASSESSMENT	6600	5073	- 1527	23	5306	5025	- 281	5
<b>PART IV: PROGRAM ACTIVITY</b>								
1. CHDRN RECEIVING FAMILY STRENGTHENING SVCS	2000	1730	- 270	14	2600	2000	- 600	23
2. CHDRN WITH TIMELY DIRECT CONTACT FROM CWS WRKR	3900	1739	- 2161	55	2623	2000	- 623	24
3. CHDRN WITH ADOPTION/GUARDIANSHIP COMPLETED	412	369	- 43	10	420	370	- 50	12
4. CHDRN RECEIVING CWS SVCS W/ CONFIRMED HARM IN 6 MO	70	55	- 15	21	27	50	+ 23	85
5. INTAKE REPORTS ASSIGNED TIMELY FOR INVESTIGATION	3000	2850	- 150	5	2472	2600	+ 128	5

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 01 01  
HMS 301

## **PROGRAM TITLE: CHILD PROTECTIVE SERVICES**

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

The variance in filled permanent positions in is due to staff turnover and difficulties in recruiting qualified employees.

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

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

1. The efforts to maintain children in their own homes has prevented the removal and subsequent reunification of many children. Whereas a child may have previously been reunified after a removal, additional efforts were made to prevent the removal in the first place.

2. The variance is due to an increased emphasis on making contact that includes using electronic trackers and designating time during staff meetings to review cases and contact times.

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

1 and 3. The variances are due to an increased effort to prevent placements by providing services that support maintaining children in their own homes. Differential Response Services and Family First Hawaii (FFH) Prevention Services have contributed to a significant decline in the number of children in out-of-home care.

5. The variance is due to FFH, which provides safe, evidence-based alternatives to formal Child Welfare Services involvement. A portion of calls that would have previously resulted in formal investigation are able to be diverted to support services.

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

1, 2, and 3. The variances are due to a decrease in the number of children in foster care. With fewer children in foster care, there are fewer children to receive services, require timely contact, and/or be discharged to adoption or guardianship.

4. The variance is due to fewer children being in foster care and more successful discharges made possible by a combination of FFH and an emphasis on family finding and Ohana conferences to more meaningfully engage families and natural supports.

PROGRAM TITLE: GENERAL SUPPORT FOR CHILD CARE  
 PROGRAM-ID: HMS-302  
 PROGRAM STRUCTURE NO: 060102

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	76.00	39.00	- 37.00	49	76.00	40.00	- 36.00	47	76.00	65.00	- 11.00	14
<b>EXPENDITURES (\$1000's)</b>	18,953	8,059	- 10,894	57	724	697	- 27	4	15,458	15,137	- 321	2
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	76.00	39.00	- 37.00	49	76.00	40.00	- 36.00	47	76.00	65.00	- 11.00	14
<b>EXPENDITURES (\$1000's)</b>	18,953	8,059	- 10,894	57	724	697	- 27	4	15,458	15,137	- 321	2
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % REGULATED CC FACILITY NO CONFRMD RPTS INJ/ABU/NEG	99	99	+ 0	0	99	99	+ 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # DHS-LICENSED CHILD CARE PROVIDERS	850	815	- 35	4	860	830	- 30	3				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # LICNSD PRVDRS INVESTGD FOR HEALTH/SAFTY VIOLATNS	21	11	- 10	48	35	20	- 15	43				
2. # OF INITIAL LICENSES ISSUED	875	815	- 60	7	860	830	- 30	3				
3. # CHILD CARE SLOTS AVAILABLE DUE TO LICENSING	33000	31633	- 1367	4	32000	32000	+ 0	0				



# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 01 02  
HMS 302

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**PROGRAM TITLE: GENERAL SUPPORT FOR CHILD CARE**

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**PART I - EXPENDITURES AND POSITIONS**

The variance in filled permanent positions is due to competition with the private sector, which offers higher salaries and more opportunities for advancement, to recruit qualified applicants.

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 may be due to the reduced number of licensed and registered providers and the implementation of COVID-19 Guidelines for Facilities to Open or Remain Open as a result of the pandemic.

PROGRAM TITLE: CHILD PROTECTIVE SERVICES PAYMENTS  
 PROGRAM-ID: HMS-303  
 PROGRAM STRUCTURE NO: 060103

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	77,116	65,977	- 11,139	14	10,860	14,838	+ 3,978	37	66,756	62,778	- 3,978	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>	77,116	65,977	- 11,139	14	10,860	14,838	+ 3,978	37	66,756	62,778	- 3,978	6
					FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % CHDRN OOH RET TO FAM W/IN 12 MO OF OOH PLCMT	75	72.2	- 2.8	4	75	75	+ 0	0				
2. % CHDRN IN OOH PLACED IN RESOURCE FAMILIES	90	93	+ 3	3	85	90	+ 5	6				
3. % CHDRN IN OOH RECVNG BOARD PAYMTS	85	84.4	- 0.6	1	85	85	+ 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # CHDRN IN OOH CARE ELIGIBLE FOR BOARD PAYMTS	2700	2001	- 699	26	2650	2000	- 650	25				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # RECVNG PYMTS FOR RELATIVE/NON-REL FOSTER CARE	2200	1782	- 418	19	2600	2000	- 600	23				
2. # CHDRN RECVNG ON-CALL SHELTER CARE	230	134	- 96	42	350	150	- 200	57				
3. # YOUNG ADULTS PROVIDED PAYMNTS FOR HIGHER EDUCATN	270	259	- 11	4	300	250	- 50	17				
4. # CHDRN RECVNG PERMANENCY ASSISTANCE	1400	1333	- 67	5	900	1350	+ 450	50				
5. # CHDRN RECVNG PYMNTS FOR ADOPTION ASSISTANCE	3000	2746	- 254	8	3300	2800	- 500	15				

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

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 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**

1. The variance is due to Family First Hawaii Prevention Services (FFHPS) keeping children from needing to enter out-of-home foster care; thus, there are fewer children eligible for board payments.

**PART IV - PROGRAM ACTIVITIES**

1. The variance is due to FFHPS keeping children from needing to enter out-of-home foster care; thus, there are fewer foster parents eligible for board payments.

2. The variance is due to significantly fewer children in care and the greater emphasis on empowering families and communities to safely maintain care of their children. It may also be due to decreased shelter capacity as one shelter in Kona closed and one Oahu shelter was short-staffed.

PROGRAM TITLE: CASH SUPPORT FOR CHILD CARE  
 PROGRAM-ID: HMS-305  
 PROGRAM STRUCTURE NO: 060104

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
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)	94,578	27,644	- 66,934	71	5,628	5,412	- 216	4	88,950	89,166	+ 216	0
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)	94,578	27,644	- 66,934	71	5,628	5,412	- 216	4	88,950	89,166	+ 216	0
	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % WORK PGM PARTICIPANTS EXITED PGM W/ EMPLOYMENT	2	3	+ 1	50	3	2	- 1	33				
2. % TANF/TAONF RCPT FAM MTG FED WORK PARTICIPTION STD	15	16	+ 1	7	12	20	+ 8	67				
3. % FTW PARTICIPANTS RECEIVING CHILD CARE SUBSIDIES	3	8	+ 5	167	3	8	+ 5	167				
4. % APPL REC'G CHILD CARE SUBSIDIES TO MAINTAIN EMPL	80	94	+ 14	18	78	80	+ 2	3				
PART III: PROGRAM TARGET GROUP												
1. AVG # FTW PARTICIPANTS RECVD CHILD CARE SUBSIDIES	75	182	+ 107	143	75	160	+ 85	113				
2. # APPL (NOT FTW) WHO APPLIED CHILD CARE SUBSIDIES	7800	5571	- 2229	29	7800	5500	- 2300	29				
PART IV: PROGRAM ACTIVITY												
1. # APPLICANTS ELIGIBLE FOR CHILD CARE SUBSIDIES	6300	2128	- 4172	66	6300	2200	- 4100	65				

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 01 04  
HMS 305

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

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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**

1. Although the actual figure is comparable to the planned figure, the planned figure is small, so a difference of only one percent creates a significant variance of 50% or more.

3. The variance may be due to Hawaii's post-pandemic economic recovery with low unemployment and a greater need for child care subsidies. Although the actual figure is comparable to the planned figure, the planned figure is small, so a difference of only one percent creates a significant variance.

4. The variance may be due to the expanded eligibility requirements, which ended in March 2023. This allowed families with essential workers who continued to maintain their employment during the COVID emergency to receive child care assistance to continue working and contributing to the recovery period; however, after receiving assistance for their full 12-month period, these families would no longer qualify under the regular child care payment rules.

**PART III - PROGRAM TARGET GROUPS**

1. The variance may be due to Hawaii's post-pandemic economic recovery with low unemployment and a greater need for child care subsidies.

2. The variance may be due to the end of the department's emergency rules for child care payments. Families that may have qualified under the expanded emergency rules may not qualify under current child care payment rules that have monthly gross income limits. Qualifying incomes may not exceed 85% of the State Median Income for a family of the same size, as determined by the most recent data published by the U.S. Department of Commerce Bureau of the Census.

**PART IV - PROGRAM ACTIVITIES**

1. The variance may be due to end of the department's emergency rules for child care payments and the reinstatement of certain eligibility requirements, including monthly gross income limits.

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
<b>OPERATING COSTS</b>												
POSITIONS	107.00	92.00	- 15.00	14	108.00	106.00	- 2.00	2	108.00	108.00	+ 0.00	0
EXPENDITURES (\$1000's)	18,839	15,382	- 3,457	18	4,429	3,141	- 1,288	29	17,710	17,977	+ 267	2
<b>TOTAL COSTS</b>												
POSITIONS	107.00	92.00	- 15.00	14	108.00	106.00	- 2.00	2	108.00	108.00	+ 0.00	0
EXPENDITURES (\$1000's)	18,839	15,382	- 3,457	18	4,429	3,141	- 1,288	29	17,710	17,977	+ 267	2

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. DECREASE IN YOUTH ADMISSIONS TO HYCF	1	13	+ 12	1200	1	1	+ 0	0
2. % COMPLIANCE WITH FOUR CORE REQUIREMENTS OF JJDPA	100	100	+ 0	0	100	100	+ 0	0
3. % READING SCORES INCREASED ADMISSION TO DISCHARGE	50	50	+ 0	0	75	75	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

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

**06 01 05**

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### **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.

PROGRAM TITLE: IN-COMMUNITY YOUTH PROGRAMS  
 PROGRAM-ID: HMS-501  
 PROGRAM STRUCTURE NO: 06010501

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
<b>PART I: EXPENDITURES &amp; POSITIONS</b>															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	14.00	9.00	-	5.00	36	15.00	15.00	+	0.00	0	15.00	15.00	+	0.00	0
EXPENDITURES (\$1000's)	9,637	6,680	-	2,957	31	2,125	1,138	-	987	46	9,774	9,740	-	34	0
TOTAL COSTS															
POSITIONS	14.00	9.00	-	5.00	36	15.00	15.00	+	0.00	0	15.00	15.00	+	0.00	0
EXPENDITURES (\$1000's)	9,637	6,680	-	2,957	31	2,125	1,138	-	987	46	9,774	9,740	-	34	0
	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % COMPLIANCE WITH FOUR CORE REQUIREMENTS OF JJDP	100	100	+	0	0	100	100	+	0	0	100	100	+	0	0
2. DECREASE IN YOUTH ADMISSIONS TO HYCF	1	13	+	12	1200	1	1	+	0	0	1	1	+	0	0
3. % INCREASE YOUTH IN COMMUNITY-BASED PROGRAMS	10	42	+	32	320	10	5	-	5	50	10	5	-	5	50
PART III: PROGRAM TARGET GROUP															
1. # YOUTH AGES 10 TO 19	4000	3815	-	185	5	4500	3800	-	700	16	4500	3800	-	700	16
2. # YOUTH ADMITTED TO HYCF	22	33	+	11	50	22	35	+	13	59	22	35	+	13	59
3. # YOUTH IN COMMUNITY-BASED PROGRAMS	4000	4240	+	240	6	4500	4300	-	200	4	4500	4300	-	200	4
PART IV: PROGRAM ACTIVITY															
1. # COLLABORATIONS INITIATED BY OYS	2	2	+	0	0	2	2	+	0	0	2	2	+	0	0
2. # YOUTH INTAKES TO HYCF	25	33	+	8	32	25	35	+	10	40	25	35	+	10	40
3. # COMMUNITY-BASED PRGM CONTRACTS	62	62	+	0	0	62	48	-	14	23	62	48	-	14	23



# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

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 variance in filled permanent positions is due to staff retirements or transfers.

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

**PART II - MEASURES OF EFFECTIVENESS**

2. Youth admissions have increased significantly in FY 23. This variance is due to the increase in behavioral and mental health needs of youth appearing before the courts and a lack of alternative placement options. There is no long-term residential facility within the State that accepts youth with high behavioral or mental health needs and/or diagnoses and community-based options are established to accept only low-risk youth.

3. The variance is due to the unpredictability of how services and participant recruitment would continue post-pandemic, improved system response coordination, and expanded services.

**PART III - PROGRAM TARGET GROUPS**

2. This variance is due to the increase in behavioral and mental health needs of youth appearing before the courts and a lack of alternative placement options. There is no long-term residential facility within the State that accepts youth with high behavioral or mental health needs and/or diagnoses and community-based options are established to accept only low-risk youth.

**PART IV - PROGRAM ACTIVITIES**

2. This variance is due to the increase in behavioral and mental health needs of youth appearing before the courts and a lack of alternative placement options. There is no long-term residential facility within the State that accepts youth with high behavioral or mental health needs and/or diagnoses and community-based options are established to accept only low-risk youth.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE: HAWAII YOUTH CORRECTIONAL FACILITY (HYCF)  
 PROGRAM-ID: HMS-503  
 PROGRAM STRUCTURE NO: 06010503

12/5/23

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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	83.00	- 10.00	11	93.00	91.00	- 2.00	2	93.00	93.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	9,202	8,702	- 500	5	2,304	2,003	- 301	13	7,936	8,237	+ 301	4
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	93.00	83.00	- 10.00	11	93.00	91.00	- 2.00	2	93.00	93.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	9,202	8,702	- 500	5	2,304	2,003	- 301	13	7,936	8,237	+ 301	4
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % READING SCORES INCREASED ADMISSION TO DISCHARGE	50	50	+ 0	0	75	75	+ 0	0				
2. % YOUTH MENTAL HEALTH ASSESSMENTS COMPLETED TIMELY	90	100	+ 10	11	100	100	+ 0	0				
3. % YOUTHS WHO COMPLETED A HEALTH INTAKE SCREENING	90	100	+ 10	11	100	100	+ 0	0				
4. % GRIEVANCE RESOLUTION	90	75	- 15	17	100	100	+ 0	0				
5. % PHYSICAL RESTRAINTS USE	90	100	+ 10	11	100	100	+ 0	0				
6. % YOUTH GETTING LEAVE, PASS, FURLOUGH	50	11	- 39	78	75	75	+ 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # YOUTHS AGES 13 TO 18	45	35	- 10	22	45	35	- 10	22				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # READING SCORES INCREASED ADMISSION & DISCHARGE	24	10	- 14	58	24	15	- 9	38				
2. # YOUTHS W/MENTAL HEALTH ASSESSMENTS	40	35	- 5	13	40	35	- 5	13				
3. # YOUTHS HEALTH W/INTAKE SCREENING	40	35	- 5	13	40	35	- 5	13				
4. # REPORTED FILED GRIEVANCE WAS ADDRESSED	40	20	- 20	50	42	20	- 22	52				
5. # AUTHORIZED LEAVES/PASSES/FURLOUGHS AT HYCF	24	26	+ 2	8	24	26	+ 2	8				

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 01 05 03  
HMS 503

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

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**PART I - EXPENDITURES AND POSITIONS**

The variance in filled permanent positions is due to staff turnover and difficulties in recruiting qualified employees.

**PART II - MEASURES OF EFFECTIVENESS**

2. The variance is due to completion of mental health assessments of the youth to determine the youths' safety and mental health baseline at admission to assist youth in their adjustment of being at Hawaii Youth Correctional Facility (HYCF).

3. The variance shows that the youths' medical/dental needs are being met while being at HYCF.

4. The variance is due to some grievances taking longer to resolve because of the complexity of the cases.

5. The variance is due to the higher level of mental health issues affecting the youth arriving at the facility. Addressing this issue will require more intensive supervision and re-training of staff on verbal instructions and de-escalation skills.

6. The variance is due to the higher level of mental health issues affecting the youth arriving at the facility. There is a lack of higher-level mental health community service providers and families are often unwilling to accept committed youth back into their homes, so re-entry options are limited.

**PART III - PROGRAM TARGET GROUPS**

1. The variance is due to the decrease in the intake number of committed youth for the fiscal year. This is a result of the Judiciary and the Office of Youth Services collaborating on alternative diversion to incarceration programming.

**PART IV - PROGRAM ACTIVITIES**

1, 2, 3 and 4. The variances are due to a reduction of the annual intake of committed youth; therefore, there are fewer opportunities to improve reading scores, perform mental health assessments and health intake screenings at admission, and address grievances.

PROGRAM TITLE: SERVICES TO VETERANS  
 PROGRAM-ID: DEF-112  
 PROGRAM STRUCTURE NO: 060106

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
<b>PART I: EXPENDITURES &amp; POSITIONS</b>															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	28.00	20.00	-	8.00	29	28.00	18.00	-	10.00	36	28.00	18.00	-	10.00	36
EXPENDITURES (\$1000's)	2,702	2,676	-	26	1	0	407	+	407	0	2,032	1,624	-	408	20
TOTAL COSTS															
POSITIONS	28.00	20.00	-	8.00	29	28.00	18.00	-	10.00	36	28.00	18.00	-	10.00	36
EXPENDITURES (\$1000's)	2,702	2,676	-	26	1	0	407	+	407	0	2,032	1,624	-	408	20

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
<b>PART II: MEASURES OF EFFECTIVENESS</b>										
1. PERCENT OF VETERANS' SERVICES PLAN ACHIEVED	95	95	+	0	0	95	95	+	0	0
2. % OF STATE VETERANS CEMETERY DEV PLAN ACHIEVED	90	90	+	0	0	90	90	+	0	0
3. PERCENT OF ADVISORY BOARD PROJECTS COMPLETED	85	85	+	0	0	85	85	+	0	0
4. % VETS ASSISTED TO APPLY REAPPLY FOR SVCS/BENEFITS	60	65	+	5	8	60	65	+	5	8
5. PERCENT OF VETERANS' ORGANIZATIONS ASSISTED	50	55	+	5	10	50	55	+	5	10
<b>PART III: PROGRAM TARGET GROUP</b>										
1. POTENTIAL # VETERANS NEEDING INFO & GEN SUPPT SVCS	120000	125000	+	5000	4	120000	120000	+	0	0
2. # VETERANS' ORGS NEEDING ASSISTANCE/SUPPORT	185	185	+	0	0	185	185	+	0	0
<b>PART IV: PROGRAM ACTIVITY</b>										
1. NUMBER OF ADVISORY BOARD PROJECTS COMPLETED	4	4	+	0	0	4	4	+	0	0
2. NUMBER OF VETERANS PROVIDED WITH SERVICES	71000	71000	+	0	0	71000	84000	+	13000	18
3. # VETERANS' COMMUNITY, GOVT ACTIVITIES SUPPORTED	65	65	+	0	0	65	65	+	0	0
4. # INTERMENT/INURNMENT FOR VETERANS/DEPENDENT	600	624	+	24	4	600	630	+	30	5
5. NUMBER OF HITS ON OVS WEBSITE ANNUALLY	13000	18500	+	5500	42	13000	18000	+	5000	38

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 01 06  
DEF 112

## **PROGRAM TITLE: SERVICES TO VETERANS**

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

The position counts in FY 24 are going down comparing to prior years. After pandemics, people have less interest to work for the government because private industries offer higher pay. Workers are looking for compensation more than the condition of work environment. Therefore, workers tend to move more often from job to job based on the compensation offered.

Projected expenditures for FY 24 are in line with the budget. Business is running smoothly as usual.

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

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

Item 5: 185 Veterans Organizations have been identified and are being assisted by OVS.

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.

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

No significant variances.

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

Item 5: The number of requests for assistance vary from year to year. It is difficult to project the needs of veterans. In FY 22, there was an increase in web-based services and virtual support due to COVID-19 gathering restrictions. In FY 24, the request for assistance through web-based service and virtual support continue to increase. However, more users prefer the OVS website to gather information to make burial decisions and most people still prefer personal or direct communication channels.

OVS has emphasized the use of its [dod.hawaii.gov](http://dod.hawaii.gov) website to connect and to link with all of its six-satellite offices.

PROGRAM TITLE: ADULT PROTECTIVE AND COMMUNITY SERVICES  
 PROGRAM-ID: HMS-601  
 PROGRAM STRUCTURE NO: 060107

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	74.50	66.00	- 8.50	11	76.50	66.00	- 10.50	14	76.50	76.50	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	11,097	6,342	- 4,755	43	1,498	1,688	+ 190	13	10,178	9,342	- 836	8
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	74.50	66.00	- 8.50	11	76.50	66.00	- 10.50	14	76.50	76.50	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	11,097	6,342	- 4,755	43	1,498	1,688	+ 190	13	10,178	9,342	- 836	8
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % VULNERABLE ADULTS W/ APS NOT REABUSED	95	96	+ 1	1	95	95	+ 0	0				
2. % PROGRAM RECIPIENTS SERVED BY FGP	67	69	+ 2	3	75	80	+ 5	7				
3. % PROGRAM RECIPIENTS SERVED BY SCP	47	37	- 10	21	50	50	+ 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # ADULTS REPORTED TO BE ABUSED	2500	2737	+ 237	9	2500	2500	+ 0	0				
2. # ADULTS ELIGIBLE TO BE FGP VOLUNTEERS	115	60	- 55	48	50	50	+ 0	0				
3. # LOW-INCOME ADULTS ELIGIBLE TO BE SCP VOLUNTEERS	50	35	- 15	30	50	50	+ 0	0				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # ADULTS PROVIDED ADULT PROTECTIVE SERVICES	680	702	+ 22	3	900	800	- 100	11				
2. # VULNERABLE ADULTS PROVIDED CASE MANAGEMENT SVCS	264	296	+ 32	12	225	264	+ 39	17				
3. # ADULTS WHO ARE FGP VOLUNTEERS	66	54	- 12	18	68	56	- 12	18				
4. # CHILDREN PROVIDED FGP VOLUNTEERS	174	229	+ 55	32	180	170	- 10	6				
5. # ADULTS WHO ARE SCP VOLUNTEERS	50	35	- 15	30	55	50	- 5	9				
6. # ADULTS PROVIDED SCP VOLUNTEERS	140	52	- 88	63	150	140	- 10	7				

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

**06 01 07**  
**HMS 601**

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

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

The variance in filled permanent positions is due to staff turnover and difficulties in recruiting qualified employees.

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

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

3. The variance is due to a limited pool of Senior Companion Program (SCP) volunteers and a lack of new partnerships, both of which were exacerbated by SCP volunteer stations losing funding and employees. The percentage is expected to improve with increased senior recruitment opportunities.

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

2. The variance is due to fewer than anticipated inquiries from individuals seeking Foster Grandparent Program (FGP) volunteer opportunities.

3. The variance is due to changes in the federal eligibility criteria specific to age and income that have made some individuals with a desire to volunteer ineligible.

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

2. The variance may be due to the continued, concerted efforts of the Adult Protective and Community Services Branch and Program Development Administrators in explaining to supervisors and workers the importance of reporting case management-related activities in the department's records system.

3. The variance is due to attrition. FGP volunteers are retiring from the program faster than the program can recruit new individuals seeking volunteer opportunities.

4. The variance is due to students in schools needing additional support and teachers utilizing FGP volunteers by assigning more students to be served.

5. The variance is due to changes in the federal eligibility criteria specific to age and income that have made some individuals with a desire to volunteer ineligible. It may also be due to potential volunteers' continuing concerns with COVID-19 and their physical health.

6. The variance is due to a limited pool of SCP volunteers and a lack of new partnerships, both of which were exacerbated by SCP volunteer stations losing funding and employees. Since SCP volunteers normally provide services, including transportation services, to multiple clients, the variance may also be due to the high cost of owning and operating a vehicle in Hawaii.

VARIANCE REPORT

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	1,143.00	825.00	- 318.00	28	1,146.00	827.00	- 319.00	28	1,146.00	898.00	- 248.00	22
<b>EXPENDITURES (\$1000's)</b>	3,266,688	3,122,746	- 143,942	4	368,530	478,122	+ 109,592	30	3,209,871	3,088,181	- 121,690	4
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	1,143.00	825.00	- 318.00	28	1,146.00	827.00	- 319.00	28	1,146.00	898.00	- 248.00	22
<b>EXPENDITURES (\$1000's)</b>	3,266,688	3,122,746	- 143,942	4	368,530	478,122	+ 109,592	30	3,209,871	3,088,181	- 121,690	4

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. % ABD CLIENTS EXITING PGM DUE TO SSI/RSDI BENEFITS	1	1	+ 0	0	1	1	+ 0	0
2. % OF GA INDIVS EXIT DUE TO AMELIORATN OF DISABIL	8	1	- 7	88	8	3	- 5	63
3. PUB HSG AVG MONTHLY RENT PAYMENT (\$)	375	436	+ 61	16	375	435	+ 60	16
4. % LTC CLIENTS RECEIVING CARE UNDER HCBS PROGRAM	74.3	73.8	- 0.5	1	74	74.5	+ 0.5	1
5. % WORK PGM PARTICIPANTS WHO EXITED WITH EMPLOYMENT	2	3	+ 1	50	3	2	- 1	33
6. %TANF/TAONF RCPT PART WRK PGM MTG FED WRK PART STD	15	16	+ 1	7	12	20	+ 8	67



## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

**PROGRAM TITLE: ASSURED STANDARD OF LIVING**

**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

PROGRAM TITLE:

MONETARY ASSISTANCE FOR GENERAL NEEDS

12/5/23

PROGRAM-ID:

PROGRAM STRUCTURE NO: 060201

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
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)	107,338	48,221	- 59,117	55	19,661	16,806	- 2,855	15	87,677	90,532	+ 2,855	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)	107,338	48,221	- 59,117	55	19,661	16,806	- 2,855	15	87,677	90,532	+ 2,855	3
	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % ABD CLIENTS EXITING PGM DUE TO SSI/RSDI BENEFITS	1	1	+ 0	0	1	1	+ 0	0				
2. % OF GA INDIVS EXIT DUE TO AMELIORATN OF DISABIL	8	1	- 7	88	8	3	- 5	63				
3. AVERAGE INCOME OF ELGIBLE ENERGY CREDIT HOUSEHOLDS	20300	20938	+ 638	3	20300	25000	+ 4700	23				

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

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

**06 02 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.

PROGRAM TITLE: AGED, BLIND AND DISABLED PAYMENTS  
 PROGRAM-ID: HMS-202  
 PROGRAM STRUCTURE NO: 06020102

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
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	3,224	- 805	20	1,343	1,094	- 249	19	2,686	2,935	+ 249	9
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	3,224	- 805	20	1,343	1,094	- 249	19	2,686	2,935	+ 249	9
	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INDIVIDUALS EXITING PGM DUE TO SSI/RSDI BENEFITS	1	1	+ 0	0	1	1	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. # INDIVIDUALS ELIGIBLE FOR BENEFITS	800	753	- 47	6	800	780	- 20	3				
PART IV: PROGRAM ACTIVITY												
1. AVERAGE MONTHLY PAYMENT PER HOUSEHOLD	364	358	- 6	2	364	364	+ 0	0				
2. # APPLICATIONS APPROVED EACH MONTH FOR AABD PGM	32	33	+ 1	3	32	32	+ 0	0				
3. #AABD CLIENTS EXITING PGM DUE TO SSI/RSDI BENEFITS	8	6	- 2	25	8	8	+ 0	0				

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 02 01 02  
HMS 202

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

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

The variance in expenditures is due to the steady decline in the number of Aid to the Aged, Blind and Disabled (AABD) approved applicants and the total AABD caseload.

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

No significant variances.

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

No significant variances.

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

3. The variance is due to the decreasing number of recipients who were referred to the Social Security Administration for Supplemental Security Income (SSI)/Retirement, Survivors, and Disability Insurance. More than 93% of the AABD caseload is individuals over the age of 65 who are not categorically eligible for SSI because of their citizenship status.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE: GENERAL ASSISTANCE PAYMENTS  
 PROGRAM-ID: HMS-204  
 PROGRAM STRUCTURE NO: 06020103

12/5/23

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
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)	26,889	20,801	- 6,088	23	9,413	8,486	- 927	10	17,476	18,403	+ 927	5
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)	26,889	20,801	- 6,088	23	9,413	8,486	- 927	10	17,476	18,403	+ 927	5
	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INDVDUALS EXIT DUE TO AMELIORATN OF TEMP DISABIL	8	1	- 7	88	8	3	- 5	63				
2. % INDVDUALS EXITING PGRM DUE TO SSI/RSDI BENEFITS	5	1	- 4	80	5	3	- 2	40				
PART III: PROGRAM TARGET GROUP												
1. # INDIVIDUALS ELIGIBLE FOR GEN ASSISTANCE BENEFITS	4679	4139	- 540	12	4773	4600	- 173	4				
PART IV: PROGRAM ACTIVITY												
1. AVERAGE MONTHLY PAYMENT PER HOUSEHOLD	396	403	+ 7	2	396	410	+ 14	4				
2. # APPLICATIONS APPROVED FOR GENERAL ASSISTANCE	540	517	- 23	4	540	540	+ 0	0				
3. # CASES CLOSED DUE TO NO LONGER DISABLED DETERMNTN	468	515	+ 47	10	468	500	+ 32	7				
4. # CASES CLOSED DUE TO RECEIPT OF SSI/RSDI BENEFITS	425	326	- 99	23	425	350	- 75	18				

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

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 in expenditures is due to a continuing downward trend in General Assistance (GA) caseloads.

**PART II - MEASURES OF EFFECTIVENESS**

1. The variance is due to the successful screening of applicants to ensure that only those who are eligible receive benefits and monitoring of recipients to ensure they received and complied with treatment for their conditions.

2. The variance is due to a slowdown in the Social Security Administration's approvals of disability determinations.

**PART III - PROGRAM TARGET GROUPS**

1. The variance is due to the complete rollback of COVID-19 emergency eligibility procedures, which restored program requirements and resulted in more application denials and cases closures. The GA caseload is anticipated to increase once unemployed, childless individuals feel safe enough to travel and relocate to Hawaii again.

**PART IV - PROGRAM ACTIVITIES**

3. The variance is due to the increase of clients determined no longer disabled as more clients are complying with treatments since clinics are now open for in-person appointments.

4. The variance is due to the decreased GA caseload and a slowdown in the SSA's approvals of disability determinations.

PROGRAM TITLE: FEDERAL ASSISTANCE PAYMENTS  
 PROGRAM-ID: HMS-206  
 PROGRAM STRUCTURE NO: 06020104

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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	938	- 4,766	84	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	938	- 4,766	84	0	0	+ 0	0	5,704	5,704	+ 0	0
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % LIHEAP HOUSEHOLD W/ VULNERABLE HOUSEHOLD MEMBER	80	80	+ 0	0	80	80	+ 0	0				
2. AVERAGE INCOME OF ELGIBLE ENERGY CREDIT HOUSEHOLDS	20300	20938	+ 638	3	20300	25000	+ 4700	23				
3. AVG INCOME FOR ENERGY CRISIS INTRVNTION HOUSEHOLDS	20300	28383	+ 8083	40	20305	25000	+ 4695	23				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. NUMBER OF HOUSEHOLDS ELIGIBLE FOR LIHEAP	8500	8170	- 330	4	9100	9100	+ 0	0				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # APPS APPROVED FOR ENERGY CRISIS INTRVNTION (ECI)	1000	1541	+ 541	54	1020	1500	+ 480	47				
2. # APPS APPROVED FOR ENERGY CREDIT (EC)	7500	6629	- 871	12	8200	8000	- 200	2				
3. AVERAGE ENERGY CRISIS INTERVENTION (ECI) PAYMENT	425	1173	+ 748	176	425	425	+ 0	0				
4. AVERAGE ENERGY CREDIT (EC) PAYMENT	465	957	+ 492	106	465	465	+ 0	0				



## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 02 01 04  
HMS 206

### **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 (LIHEAP) benefits issued during the fiscal year.

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

3. The variance is due to the increased income limits for Energy Crisis Intervention (ECI) in federal fiscal year (FFY) 2022. The maximum income limit of 60% of the State Median Income was used.

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

No significant variances.

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

1. The variance is due to increased demand following the end of pandemic-related utility disconnection moratoriums and rent and utility programs.

2. The variance is due to a shift from Energy Credit (EC) approvals to ECI approvals. Households can only receive either EC or ECI.

3 and 4. The variances are due to the American Rescue Plan Act doubling LIHEAP funding in FFY 2022 from the pandemic funds. This allowed for a supplemental payment to reduce or eliminate accounts in arrears for ECI households and an increase in EC benefits rates.

PROGRAM TITLE: CASH SUPPORT FOR FAMILIES - SELF-SUFFICIENCY  
 PROGRAM-ID: HMS-211  
 PROGRAM STRUCTURE NO: 06020106

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	70,716	23,258	- 47,458	67	8,905	7,226	- 1,679	19	61,811	63,490	+ 1,679	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>	70,716	23,258	- 47,458	67	8,905	7,226	- 1,679	19	61,811	63,490	+ 1,679	3

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. % TANF/TAONF FAMILIES WITH EARNINGS	24	23	- 1	4	24	22	- 2	8
2. % FAMILIES EXITED TANF/TAONF WITH EXCESS INCOME	2	16	+ 14	700	2	14	+ 12	600
3. % FAMILIES EXITING PROGM DUE TO CHILD AGE MAJORITY	4	1	- 3	75	4	1	- 3	75
4. % CHILD-ONLY CASES	25	33	+ 8	32	32	36	+ 4	13
<b>PART III: PROGRAM TARGET GROUP</b>								
1. AVG # OF APPLICANT FAMILIES PER MONTH	600	1020	+ 420	70	600	1000	+ 400	67
2. AVG # TANF/TAONF RECIPIENT FAMILIES PER MONTH	3600	3386	- 214	6	3500	2800	- 700	20
<b>PART IV: PROGRAM ACTIVITY</b>								
1. AVERAGE MONTHLY BENEFIT PAYMENT PER HOUSEHOLD	600	614	+ 14	2	584	588	+ 4	1
2. # CHILD-ONLY CASES	1300	1121	- 179	14	1547	1070	- 477	31
3. % OF FAMILIES WITH INCOME	24	23	- 1	4	24	22	- 2	8
4. AVG # OF APPLICATIONS APPROVED EACH MONTH	212	193	- 19	9	200	180	- 20	10
5. AVERAGE NUMBER OF CASE CLOSURES EACH MONTH	396	299	- 97	24	400	230	- 170	43

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

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

**PART II - MEASURES OF EFFECTIVENESS**

2. The data reflects a significant and positive variance that may be reflective of Hawaii's post-pandemic economic recovery and low unemployment rates.

3. Although the actual figure is comparable to the planned figure, the planned figure is small, so a difference of only one percent creates a significant variance of 25% or more.

4. The variance is due to the drop in total Temporary Assistance for Needy Families (TANF) cases exceeding the drop in child-only cases. Child-only cases often involve grandparents or other relatives as the caretakers and more families may be dependent on relatives to provide care for their children due to economic- or health-related reasons or a lack of child care options.

**PART III - PROGRAM TARGET GROUPS**

1. The variance is due to unexpected increases in the number of applications received in 6 out of the 12 months during FY 23.

**PART IV - PROGRAM ACTIVITIES**

2. The variance is due to the drop in total Temporary Assistance for Needy Families (TANF) cases exceeding the drop in child-only cases. Child-only cases often involve grandparents or other relatives as the caretakers and more families may be dependent on relatives to provide care for their children due to economic- or health-related reasons or a lack of child care options.

5. The variance is due to a proportional decrease in the TANF/Temporary Assistance for Other Needy Families caseloads.

VARIANCE REPORT

PROGRAM TITLE: HOUSING ASSISTANCE

12/5/23

PROGRAM-ID:

PROGRAM STRUCTURE NO: 060202

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	371.00	239.00	- 132.00	36	373.00	246.00	- 127.00	34	373.00	250.00	- 123.00	33
EXPENDITURES (\$1000's)	208,120	222,956	+ 14,836	7	11,935	54,310	+ 42,375	355	229,501	185,761	- 43,740	19
TOTAL COSTS												
POSITIONS	371.00	239.00	- 132.00	36	373.00	246.00	- 127.00	34	373.00	250.00	- 123.00	33
EXPENDITURES (\$1000's)	208,120	222,956	+ 14,836	7	11,935	54,310	+ 42,375	355	229,501	185,761	- 43,740	19

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. PUB HSG AVG MONTHLY RENT PAYMENT (\$)	375	436	+ 61	16	375	435	+ 60	16
2. PUB HSG AVG MONTHLY TURNOVER RATE OF HSG UNITS	50	51	+ 1	2	50	50	+ 0	0
3. AVG MONTHLY RENT SUPPLEMENT PAYMENT	440	420	- 20	5	450	440	- 10	2
4. # CLIENTS W/ PERM HOUSING DUE TO SHELTER PROGRAMS	1200	1184	- 16	1	1200	1200	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

**PROGRAM TITLE: HOUSING ASSISTANCE**

**06 02 02**

### **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.

PROGRAM TITLE: RENTAL HOUSING SERVICES  
 PROGRAM-ID: HMS-220  
 PROGRAM STRUCTURE NO: 06020201

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	196.00	145.00	- 51.00	26	195.00	150.00	- 45.00	23	195.00	150.00	- 45.00	23
<b>EXPENDITURES (\$1000's)</b>	89,844	130,092	+ 40,248	45	2,178	32,322	+ 30,144	1,384	95,160	64,522	- 30,638	32
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	196.00	145.00	- 51.00	26	195.00	150.00	- 45.00	23	195.00	150.00	- 45.00	23
<b>EXPENDITURES (\$1000's)</b>	89,844	130,092	+ 40,248	45	2,178	32,322	+ 30,144	1,384	95,160	64,522	- 30,638	32

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. PUB HSG AVG MONTHLY RENT PAYMENT (\$)	375	436	+ 61	16	375	435	+ 60	16
2. PUB HSG AVG MO INCOME OF RESIDENTS-ELDERLY (\$)	1000	1164	+ 164	16	1100	1200	+ 100	9
3. PUB HSG AVG MO INCOME OF RESIDENTS-NON-ELDERLY (\$)	1990	1893	- 97	5	1990	1900	- 90	5
4. PUB HSG AVG MONTHLY TURNOVER RATE OF HSG UNITS	50	51	+ 1	2	50	50	+ 0	0
5. FED GRADING SYS FOR PUBLIC HSG AGENCIES (PHAS)	86	86	+ 0	0	85	86	+ 1	1
<b>PART III: PROGRAM TARGET GROUP</b>								
1. AVG # PUB HSG APPLICANTS ON WAITING LIST PER MONTH	5500	2371	- 3129	57	4500	2500	- 2000	44
2. AVG # OF OCCUPIED PUBLIC HSG DWELLING UNITS PER MO	5200	5206	+ 6	0	5200	5200	+ 0	0
<b>PART IV: PROGRAM ACTIVITY</b>								
1. TOTAL NEW PUB HSG APPLCTNS PROCESSED	1300	1283	- 17	1	1300	1300	+ 0	0
2. AVG # OF HOUSEHOLDS PLACED IN PUB HSG PER MONTH	50	46	- 4	8	50	50	+ 0	0
3. # OF RE-EXAM (PUB HSG)	5000	4544	- 456	9	4600	4600	+ 0	0
4. # OF EVICTIONS FROM HSG	25	10	- 15	60	75	50	- 25	33

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 02 02 01  
HMS 220

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

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

The variance in filled permanent positions is due to a shortage of applicants for available positions.

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 may be due to additional government assistance increasing the average household income of public housing tenants.

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

1. The variance is due to the implementation of the new mandatory online portal.

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

4. The variance is due to emergency rental assistance programs providing assistance for delinquent bills and future payments to households that would have otherwise been evicted for non-payment.

PROGRAM TITLE: HPHA ADMINISTRATION  
 PROGRAM-ID: HMS-229  
 PROGRAM STRUCTURE NO: 06020206

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	129.00	64.00	- 65.00	50	132.00	65.00	- 67.00	51	132.00	65.00	- 67.00	51
<b>EXPENDITURES (\$1000's)</b>	46,715	12,709	- 34,006	73	2,033	2,954	+ 921	45	44,521	43,547	- 974	2
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	129.00	64.00	- 65.00	50	132.00	65.00	- 67.00	51	132.00	65.00	- 67.00	51
<b>EXPENDITURES (\$1000's)</b>	46,715	12,709	- 34,006	73	2,033	2,954	+ 921	45	44,521	43,547	- 974	2
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % OF FEDERAL CAPITAL FUNDS ENCUMBERED	95	100	+ 5	5	95	95	+ 0	0				
2. % OF STATE CAPITAL FUNDS ENCUMBERED	100	100	+ 0	0	100	100	+ 0	0				
3. % VARIATION IN HPHA OPER EXPEND COMPARE TO ALLOTMT	100	100	+ 0	0	25	100	+ 75	300				
4. # OF PERSONNEL TURNOVERS PER YEAR	35	45	+ 10	29	35	35	+ 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # OF EMPLOYEES IN HPHA	315	325	+ 10	3	315	315	+ 0	0				
2. # OF LOWEST LEVEL PROGRAMS ADMINISTERED	3	3	+ 0	0	3	3	+ 0	0				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # OF FEDERALLY FUNDED CONTRACTS PROCESSED ANNUALLY	100	54	- 46	46	85	50	- 35	41				
2. # OF STATE FUNDED CONTRACTS PROCESSED ANNUALLY	40	52	+ 12	30	75	50	- 25	33				
3. # OF GRANTS RECEIVED ANNUALLY	3	3	+ 0	0	3	3	+ 0	0				



# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 02 02 06  
HMS 229

## **PROGRAM TITLE: HPHA ADMINISTRATION**

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

The variance in filled permanent positions is due to a shortage of applicants for available positions.

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

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

4. The variance is due to a high number of retirements, a tighter labor market, and greater competition among public and private employers for qualified applicants.

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

No significant variances.

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

1 and 2. The variances are due to the Hawaii Public Housing Authority's internal contract definition.

PROGRAM TITLE: RENTAL ASSISTANCE SERVICES  
 PROGRAM-ID: HMS-222  
 PROGRAM STRUCTURE NO: 06020213

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24						
	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>	35.00	24.00	-	11.00	31	35.00	24.00	-	11.00	31	35.00	24.00	-	11.00	31
<b>EXPENDITURES (\$1000's)</b>	55,241	64,174	+	8,933	16	1,699	16,218	+	14,519	855	68,327	52,991	-	15,336	22
<b>TOTAL COSTS</b>															
<b>POSITIONS</b>	35.00	24.00	-	11.00	31	35.00	24.00	-	11.00	31	35.00	24.00	-	11.00	31
<b>EXPENDITURES (\$1000's)</b>	55,241	64,174	+	8,933	16	1,699	16,218	+	14,519	855	68,327	52,991	-	15,336	22
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>										
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>							
<b>PART II: MEASURES OF EFFECTIVENESS</b>															
1. AVG MO GROSS RENT FOR RENT SUPPLEMENT RECIPIENTS	1000	1108	+	108	11	1000	1100	+	100	10					
2. AVERAGE MONTHLY RENT SUPPLEMENT PAYMENT	440	420	-	20	5	450	440	-	10	2					
3. FEDERAL GRADING SYS FOR PH AGENCIES (SEC 8 MGMT)	145	NO DATA	-	145	100	145	NO DATA	-	145	100					
<b>PART III: PROGRAM TARGET GROUP</b>															
1. # OF APPLICANTS ON STATE SUBSIDY WAITING LISTS	2300	1916	-	384	17	2100	1900	-	200	10					
2. # OF APPLICANTS ON FEDERAL SUBSIDY WAITING LIST	6000	2497	-	3503	58	5300	2400	-	2900	55					
<b>PART IV: PROGRAM ACTIVITY</b>															
1. TOT # OF STATE RENT SUP'L & SEC 8 APPL PROCESSED	700	687	-	13	2	700	600	-	100	14					
2. # OF RE-EXAMINATNS OF STATE RENT SUPPL & SEC 8	2500	2109	-	391	16	2500	2200	-	300	12					
3. TOTAL # OF FED SEC 8 UNITS INSPECTED	3750	3569	-	181	5	3750	3600	-	150	4					

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 02 02 13  
HMS 222

## **PROGRAM TITLE: RENTAL ASSISTANCE SERVICES**

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

The variance in filled permanent positions is due to a shortage of applicants for available positions.

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 additional government assistance increasing the average household income of rental assistance program participants.

3. The Hawaii Public Housing Authority (HPHA) has been designated a Moving to Work public housing authority by the Department of Housing and Urban Development; therefore, this grading system no longer applies to HPHA. This measure will be changed or removed during the next Program Structure update.

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

1 and 2. The variances are due to the implementation of the new mandatory online portal.

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

2. The variance is due to insufficient staffing. HPHA is aggressively trying to hire additional staff and intends to procure a contractor to assist in performing re-examinations to improve processing times.



# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 02 02 15  
HMS 224

## **PROGRAM TITLE: HOMELESS SERVICES**

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

The variance in filled permanent positions is due the difficulty in retaining staff and the lack of qualified applicants.

### **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 outreach homeless providers facing staffing challenges, such as high turnover, a lack of qualified individuals, competition for employees from private and for-profit companies, and difficulties in providing competitive wages. In addition, outreach programs focus on quality programming with positive outcomes, such as obtaining permanent housing with their clients, rather than on increasing the numbers of clients served.

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
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)	2,868,240	2,798,844	- 69,396	2	326,880	396,084	+ 69,204	21	2,816,922	2,747,718	- 69,204	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)	2,868,240	2,798,844	- 69,396	2	326,880	396,084	+ 69,204	21	2,816,922	2,747,718	- 69,204	2
	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24							
	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	92	+ 1	1	90	92	+ 2	2				
3. % LTC CLIENTS RECEIVING CARE UNDER HCBS PROGRAM	74.3	73.8	- 0.5	1	74	74.5	+ 0.5	1				

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

**PROGRAM TITLE: HEALTH CARE**

**06 02 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.

PROGRAM TITLE: COMMNTY-BASED RSDNTL & MEDICAID FACLTY SUPPT  
 PROGRAM-ID: HMS-605  
 PROGRAM STRUCTURE NO: 06020304

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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	16,883	- 928	5	4,007	7,394	+ 3,387	85	13,804	10,417	- 3,387	25
<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	16,883	- 928	5	4,007	7,394	+ 3,387	85	13,804	10,417	- 3,387	25
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % SSI/SSP RCPNTS IN LCNSD/CRTFD DOM CARE/MEDICAID	95	95	+ 0	0	95	95	+ 0	0	95	95	+ 0	0
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # SSI RCPNTS IN LICNSD/CERTFD DOM CARE/MEDICAID	2234	2205	- 29	1	2186	2106	- 80	4				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. AVE SSI RCPNTS IN TYPE I ARCHS/DD DOM CARE W/ SSP	845	818	- 27	3	829	775	- 54	7				
2. AVE SSI/SSP RCPNTS PLACED IN TYPE II ARCHS	24	23	- 1	4	17	22	+ 5	29				
3. AVE SSI/SSP RCPNTS PLACED IN CCFFH	1161	1173	+ 12	1	1378	1110	- 268	19				
4. AVE SSI/SSP RCPNTS PLACED IN MEDICAID FACILITY	204	192	- 12	6	232	200	- 32	14				



## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 02 03 04  
HMS 605

**PROGRAM TITLE: COMMNTY-BASED RSDNTL & MEDICAID FACLTY SUPPT**

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

No significant variances.

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

No significant variances.

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

No significant variances.

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

No significant variances.

PROGRAM TITLE: HEALTH CARE PAYMENTS  
 PROGRAM-ID: HMS-401  
 PROGRAM STRUCTURE NO: 06020305

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
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)	2,850,429	2,781,961	- 68,468	2	322,873	388,690	+ 65,817	20	2,803,118	2,737,301	- 65,817	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)	2,850,429	2,781,961	- 68,468	2	322,873	388,690	+ 65,817	20	2,803,118	2,737,301	- 65,817	2
	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % MANAGD CARE PYMTS DEVOTD TO DIRECT HTH CARE SVCS	91	92	+ 1	1	90	92	+ 2	2				
2. % LTC CLIENTS RECEIVING CARE UNDER HCBS PROGRAM	74.3	73.8	- 0.5	1	74	74.5	+ 0.5	1				
PART III: PROGRAM TARGET GROUP												
1. # OF PEOPLE COVERED BY QUEST	445000	465541	+ 20541	5	430000	440000	+ 10000	2				
2. # ELIGIBLE PERSONS FOR QUEST MANAGED CARE PRGM	444900	465425	+ 20525	5	429900	439900	+ 10000	2				
3. # OF ELIGIBLE PERSONS FOR LTSS	9143	8529	- 614	7	9000	9000	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. AMOUNT PAID FOR QUALITY BONUSES TO MCOS (THOUS)	17000	18009	+ 1009	6	15000	17000	+ 2000	13				
2. AMOUNT PAID TO MCOS FOR SERVICES (THOUS)	2700000	2770012	+ 70012	3	2600000	2600000	+ 0	0				

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 02 03 05  
HMS 401

### **PROGRAM TITLE: HEALTH CARE 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.

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

No significant variances.

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

No significant variances.

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

No significant variances.

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	772.00	586.00	- 186.00	24	773.00	581.00	- 192.00	25	773.00	648.00	- 125.00	16
EXPENDITURES (\$1000's)	81,050	51,718	- 29,332	36	9,949	10,890	+ 941	9	73,842	62,219	- 11,623	16
TOTAL COSTS												
POSITIONS	772.00	586.00	- 186.00	24	773.00	581.00	- 192.00	25	773.00	648.00	- 125.00	16
EXPENDITURES (\$1000's)	81,050	51,718	- 29,332	36	9,949	10,890	+ 941	9	73,842	62,219	- 11,623	16

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. % WORK PGM PARTICIPANTS WHO EXITED WITH EMPLOYMENT	2	3	+ 1	50	3	2	- 1	33
2. %TANF/TAONF RCPT PART WRK PGM MTG FED WRK PART STD	15	16	+ 1	7	12	20	+ 8	67
3. % OF DISABILITY CLAIMS PROCESSED DURING YEAR	100	100	+ 0	0	100	100	+ 0	0
4. % CHILD SUPPORT CASES W/ SUPPORT ORDERS ESTD	83	84	+ 1	1	83	84	+ 1	1

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

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

**06 02 04**

### **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.

PROGRAM TITLE: CASE MANAGEMENT FOR SELF-SUFFICIENCY  
 PROGRAM-ID: HMS-236  
 PROGRAM STRUCTURE NO: 06020401

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	518.00	390.00	- 128.00	25	518.00	386.00	- 132.00	25	518.00	450.00	- 68.00	13
<b>EXPENDITURES (\$1000's)</b>	42,674	25,891	- 16,783	39	4,231	5,020	+ 789	19	40,906	38,083	- 2,823	7
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	518.00	390.00	- 128.00	25	518.00	386.00	- 132.00	25	518.00	450.00	- 68.00	13
<b>EXPENDITURES (\$1000's)</b>	42,674	25,891	- 16,783	39	4,231	5,020	+ 789	19	40,906	38,083	- 2,823	7
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % WORK PRGM PARTICIPANTS WHO EXITED W/ EMPLOYMENT	2	3	+ 1	50	3	2	- 1	33				
2. % TANF/TAONF RCPT PART WRK PRGM MTG FED STD	15	16	+ 1	7	12	20	+ 8	67				
3. % SNAP APPLICATIONS RECEIVED AND PROCESSED TIMELY	90	78	- 12	13	95.1	82	- 13.1	14				
4. % SNAP CASES WITH AN ERROR	9	21.78	+ 12.78	142	5.5	30	+ 24.5	445				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # OF TANF/TAONF RECIPIENTS	3500	3386	- 114	3	4200	2800	- 1400	33				
2. AVG # APPLICANTS FOR TANF/TAONF BENEFITS EA MONTH	1000	1020	+ 20	2	950	1000	+ 50	5				
3. NUMBER OF POTENTIAL APPLICANTS FOR SNAP	84748	91231	+ 6483	8	82206	85000	+ 2794	3				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # INDIVIDUALS WHO RECEIVE GA AND AABD	5396	4892	- 504	9	6473	5000	- 1473	23				
2. AVERAGE # TANF/TAONF RECIPIENT FAMILIES EACH MONTH	4700	3386	- 1314	28	4700	2800	- 1900	40				
3. NUMBER OF SNAP APPLICATIONS PROCESSED	83000	89310	+ 6310	8	80000	90000	+ 10000	13				
4. NUMBER OF HOUSEHOLDS RECEIVING SNAP BENEFITS	88846	87487	- 1359	2	87891	88000	+ 109	0				
5. AVG # TANF/TAONF RCPTS IN FTW PRGM EA MONTH	2600	2327	- 273	11	2500	2000	- 500	20				

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

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 variance in filled permanent positions is due to competition with the private sector, which offers higher salaries and more opportunities for advancement, making it difficult to recruit qualified applicants.

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

**PART II - MEASURES OF EFFECTIVENESS**

1. Although the actual figure is comparable to the planned figure, the planned figure is small, so a difference of only one percent creates a significant variance of 50% or more.

3 and 4. The variances are due to difficulties with retaining experienced retaining staff during and after the COVID-19 pandemic combined with end of COVID-19 waivers that had simplified Supplemental Nutrition Assistance Program (SNAP) application processing. Without the waivers, SNAP application processing requirements returned to normal and staff who were hired while the waivers were in effect had no experience with the normal procedures.

**PART III - PROGRAM TARGET GROUPS**

No significant variances.

**PART IV - PROGRAM ACTIVITIES**

2. The data reflects a significant and negative variance that is proportional to the decrease in the Temporary Assistance for Needy Families/Temporary Assistance for Other Needy Families (TANF/TAONF) caseloads. The variance may be due to Hawaii's post-pandemic economic recovery and low unemployment rates.

5. The variance is due to a proportional decrease in the TANF/TAONF caseloads.

PROGRAM TITLE: DISABILITY DETERMINATION  
 PROGRAM-ID: HMS-238  
 PROGRAM STRUCTURE NO: 06020402

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	50.00	33.00	- 17.00	34	50.00	34.00	- 16.00	32	50.00	33.00	- 17.00	34
<b>EXPENDITURES (\$1000's)</b>	8,860	7,512	- 1,348	15	0	1,724	+ 1,724	0	8,860	7,136	- 1,724	19
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	50.00	33.00	- 17.00	34	50.00	34.00	- 16.00	32	50.00	33.00	- 17.00	34
<b>EXPENDITURES (\$1000's)</b>	8,860	7,512	- 1,348	15	0	1,724	+ 1,724	0	8,860	7,136	- 1,724	19
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % OF DISABILITY CLAIMS PROCESSED DURING THE YEAR	100	100	+ 0	0	100	100	+ 0	0				
2. % OF CASES RETURNED FOR CORRECTIVE ACTION	5.4	4.2	- 1.2	22	5.4	5.4	+ 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # OF APPLICANTS FOR SOC SEC DISABILITY BENEFITS	10024	8056	- 1968	20	10024	10222	+ 198	2				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # OF CLAIMANTS PROVIDED CONSULTATIVE EXAM (ANNUAL)	1413	1425	+ 12	1	2028	1785	- 243	12				
2. # OF SS DISABILITY BENEFIT DETERMINATIONS RENDERED	7013	7359	+ 346	5	11334	11861	+ 527	5				



# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 02 04 02  
HMS 238

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**PROGRAM TITLE: DISABILITY DETERMINATION**

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**PART I - EXPENDITURES AND POSITIONS**

The variance in filled permanent positions is due to employees vacating their positions, the need for approval from the Social Security Administration (SSA) to fill vacancies, and the difficulty in hiring qualified applicants for the vacant 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 enhanced internal initial quality reviews and refresher training provided to staff.

**PART III - PROGRAM TARGET GROUPS**

1. The variance is due to the SSA's moratorium on certain types of Continuing Disability Review cases during FY 23, which resulted in the decrease in number of applicants served.

**PART IV - PROGRAM ACTIVITIES**

No significant variances.



# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 02 04 03  
ATG 500

## **PROGRAM TITLE: CHILD SUPPORT ENFORCEMENT SERVICES**

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

There were 41 vacant positions at the end of FY 23. Many vacant positions were mainly filled with internal candidates while employment turnover of lower classified positions consistently occurred throughout the year. As for the variance for the other expenditures, it resulted from unused federal- and trust-funded appropriations.

For FY 24, 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 1: The paternity result of State fiscal year (SFY) 2023 is an estimate. The agency will firm up the final number by the calendar year end of 2023.

Item 4: The projected target was established unrealistically. The agency usually has a collection rate around 45%. Nevertheless, case workers are encouraged to review a non-custodial parent's payment history while having them on the phone or at the service counter. This step allows the workers to inquire about possible additional payments from non-custodial parents should there be arrears on the case. Additionally, the agency has made efforts to look into insurance claims referrals from the federal lien network.

Item 5: The result was affected by the total support collection which was lower for SFY 23.

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

Item 3: Given the current IV-D caseload, the performance standard (i.e., 16,000) was established too high due to lack of consideration of much lower active caseload.

Item 4: The planned number might be projected too low. The agency has been ramping up efforts in collecting back child support. For example, the agency has partnered with the State Department of Human Services for a program assisting non-custodial parents being gainfully employed. As indicated earlier, the agency has also tapped into viable lien networks for collection opportunities.

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

Item 1: The result was based on statewide statistics, which the agency does not manage. The current number will not be finalized until the calendar year end of 2023. Every two years, the agency hosts a paternity establishment conference with participants from the Department of Health (DOH), birthing hospitals, and mid-wives to increase awareness of the significance of establishing paternity. The agency has been working in tandem with DOH to seek the implementation of a digital voluntary paternity establishment workflow.

Item 2: The planned number should have been lower based on the agency's current caseload; hence, the variance is wider than it should be.

Item 3: 121 million was attainable for FYs 20 and 21 based on a surge of collections resulting from special federal stimulus and unemployment payments during the pandemic. The collection of SFY 2023 is more realistic.

Item 4: The amount of disbursements is affected by the level of collections. Actual disbursements are on par with the lower collections.

PROGRAM TITLE: EMPLOYMENT AND TRAINING  
 PROGRAM-ID: HMS-237  
 PROGRAM STRUCTURE NO: 060205

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	1,940	1,007	- 933	48	105	32	- 73	70	1,929	1,951	+ 22	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>	1,940	1,007	- 933	48	105	32	- 73	70	1,929	1,951	+ 22	1
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % E&T PARTICIP W/ BENEFIT REDUCTN DUE TO EMPLOYMNT	13	14.6	+ 1.6	12	13	15	+ 2	15				
2. % E&T PARTICIPANTS WHO EXIT DUE TO EMPLOYMENT	8	6.3	- 1.7	21	10	7	- 3	30				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # OF SNAP RCPTS ABLE-BODIED SUBJ TO MANDATORY WORK	12000	12000	+ 0	0	12000	12000	+ 0	0				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # OF PARTICIPANTS IN THE E&T PROGRAM	1557	1311	- 246	16	1500	1400	- 100	7				

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 02 05  
HMS 237

### **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**

1. The variance is due to an increase in Employment and Training (E&T) participants, 192 participants or 14.6% ( $192/1311 = 14.6\%$ ), being in a greater variety of employment options (part-time and full-time employment).

2. The variance is due to a decrease in E&T participants exiting due to employment totaling 82 or 6.3% ( $82/1311 = 6.3\%$ ). E&T participants are mostly students. Considering that participation is voluntary, less participants are exiting due to employment.

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

No significant variances.

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

1. The variance is due to the Able-Bodied Adults Without Dependents waiver that suspends the requirement to participate in the E&T program being extended through May 2024.

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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	125.00	- 79.00	39	204.00	126.00	- 78.00	38	204.00	204.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	99,679	46,995	- 52,684	53	15,667	10,753	- 4,914	31	49,645	49,645	+ 0	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	204.00	125.00	- 79.00	39	204.00	126.00	- 78.00	38	204.00	204.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	99,679	46,995	- 52,684	53	15,667	10,753	- 4,914	31	49,645	49,645	+ 0	0
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % PLANNED HWN HOMESTEAD LOTS THAT WERE DEVELOPED	100	84	- 16	16	100	100	+ 0	0				
2. % SURRENDERED OR CANCELED LOTS RE-AWARDED	100	80	- 20	20	100	140	+ 40	40				
3. % OF R&M TASKS COMPLETED OF TOTAL TASKS INITIATED	80	100	+ 20	25	80	100	+ 20	25				

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

**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.

PROGRAM TITLE: PLANNING & DEV FOR HAWAIIAN HOMESTEADS  
 PROGRAM-ID: HHL-602  
 PROGRAM STRUCTURE NO: 060301

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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	3.00	- 1.00	25	4.00	2.00	- 2.00	50	4.00	4.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	83,884	34,864	- 49,020	58	12,221	8,234	- 3,987	33	36,663	36,663	+ 0	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	4.00	3.00	- 1.00	25	4.00	2.00	- 2.00	50	4.00	4.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	83,884	34,864	- 49,020	58	12,221	8,234	- 3,987	33	36,663	36,663	+ 0	0
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % PLANNED LOTS THAT WERE DEVELOPED	100	84	- 16	16	100	100	+ 0	0				
2. % SURRENDERED OR CANCELED LOTS RE-AWARDED	100	80	- 20	20	100	140	+ 40	40				
3. % OF HOMEBUYER ED ATTENDEES OF THOSE OUTREACHED	50	51	+ 1	2	50	100	+ 50	100				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # APPLICANTS ON HOMESTEAD (RES, AG, PAS) WAITLIST	30000	29398	- 602	2	30000	30000	+ 0	0				
2. NUMBER OF HOMESTEAD LEASES	10000	9989	- 11	0	10000	10200	+ 200	2				
3. NUMBER OF HOMEBUYER EDUCATION PROGRAM ATTENDEES	400	102	- 298	75	400	150	- 250	63				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # HOMESTEAD LOTS DEVELOPED	200	52	- 148	74	200	361	+ 161	81				
2. NUMBER OF LOTS RE-AWARDED	10	8	- 2	20	10	14	+ 4	40				
3. HOMESTEAD LEASE TRANSACTIONS	1890	1489	- 401	21	1890	1600	- 290	15				
4. NUMBER OF LOTS SURRENDERED/CANCELED	15	7	- 8	53	15	10	- 5	33				
5. NUMBER OF INSURED LOANS APPROVED	260	167	- 93	36	260	150	- 110	42				
6. NUMBER OF GUARANTEED LOANS GRANTED	24	14	- 10	42	24	16	- 8	33				
7. NUMBER OF OTHER LOANS APPROVED	24	21	- 3	13	24	24	+ 0	0				
8. NUMBER OF OUTREACH FOR HOMEBUYER EDUCATION PROG	14100	180	- 13920	99	14100	250	- 13850	98				



# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

**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 HHL 625.

Four full-time equivalent (FTE) permanent and two FTE temporary federally-funded positions remain under HHL 602 and have been reauthorized since FY 22.

Through Act 88, SLH 2021, as amended by Act 248, SLH 2022, the Legislature appropriated \$10 million in general funds for homestead services for FY 23. Act 164, SLH 2023, reauthorizes \$10 million general fund appropriation for FY 24 and FY 25.

Act 164, SLH 2023, appropriates \$8,565,243 in special and trust funds and \$23,318,527 in federal funds for FY 25. The federally-funded revolving loan fund ceiling of \$7 million was reauthorized for FY 25.

A record \$22.3 million in Native Hawaiian Housing Block Grant (NHHBG) funds was received on July 1, 2022, but it was less than the one-time \$35.0 million federal fund expenditure ceiling increase for Native Hawaiian Housing Activities for FY 23.

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

Item 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 due to government regulatory requirements, which are often not timely. County and State permitting portals are new and not efficiently managed. The Department finds that the definition for

developed lots shall consider awardability at the point subdivisions and lots achieve substantial completion, 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 awardable.

Item 2: The reduction in reawards may be correlated to the decline in cancelled and surrendered leases. Staff was hired during the first quarter to expedite the reaward process.

Item 3: Families receiving homeownership, rental and mortgage assistance, and lease cancellation prevention services are required to participate in financial education classes. Wait list applicants are also offered financial education opportunities to prepare them for new lease awards.

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

Item 1: In FY 23, 29,398 applicants were reported on the statewide wait list. The applicant waitlist is expected to increase to 30,000 in FY 24.

Item 2: In FY 23, 9,989 homestead leases were recorded. Homestead leases are estimated to increase to 10,200 in FY 24.

Item 3: Families receiving homeownership, rental and mortgage assistance, and lease cancellation prevention services are required to participate in financial education classes. Wait list applicants are also offered financial education opportunities to prepare them for new lease awards.

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

Item 1: See Part II, Item 1.

Item 2: The reduction in reawards correlate to the decline in cancelled and surrendered leases. Additional staff was hired during the first quarter to expedite the reaward process.

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 03 01  
HHL 602

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

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Item 3: The decline in lease/lessee transactions are attributed to staff attrition.

Item 4: Lease cancellations and surrenders continue to decline. This trend is expected to continue due, in part, to the economic effects of the wildfire on Maui.

Item 5: The number of new insured loans fell as mortgage rates increased in the private sector during FY 23.

Item 6: Similar to insured loans, higher interest rates affect the volume of loans the Department guarantees.

Item 7: Demand for pre-owned and construction loans was relatively low in FY 23. However, staff was hired to expedite the reaward process.

Item 8: Families receiving homeownership, rental and mortgage assistance, and lease cancellation prevention services are required to participate in financial education classes, but the planned number was overestimated. Wait list applicants are also offered financial education opportunities to prepare them for new lease awards.

PROGRAM TITLE: ADMINISTRATION AND OPERATING SUPPORT  
 PROGRAM-ID: HHL-625  
 PROGRAM STRUCTURE NO: 060302

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	200.00	122.00	- 78.00	39	200.00	124.00	- 76.00	38	200.00	200.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	15,795	12,131	- 3,664	23	3,446	2,519	- 927	27	12,982	12,982	+ 0	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	200.00	122.00	- 78.00	39	200.00	124.00	- 76.00	38	200.00	200.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	15,795	12,131	- 3,664	23	3,446	2,519	- 927	27	12,982	12,982	+ 0	0

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. % OF R&M TASKS COMPLETED OF TOTAL TASKS INITIATED	80	100	+ 20	25	80	100	+ 20	25
2. % OF PLANNING STUDIES COMPLETED OF TOTAL INITIATED	30	100	+ 70	233	30	100	+ 70	233
3. % DATA PROCESSIN REQUESTS COMPLETED WITHIN 30 DAYS	100	100	+ 0	0	100	100	+ 0	0

<b>PART III: PROGRAM TARGET GROUP</b>								
1. NUMBER OF GENERAL LEASES	128	118	- 10	8	128	118	- 10	8
2. NUMBER OF LICENSES	400	441	+ 41	10	400	441	+ 41	10
3. NUMBER OF REVOCABLE PERMITS	178	154	- 24	13	178	154	- 24	13
4. NUMBER OF BENEFICIARY BASED ORGANIZATIONS	68	68	+ 0	0	68	68	+ 0	0
5. NUMBER OF DEPARTMENT EMPLOYEES	200	122	- 78	39	200	200	+ 0	0

<b>PART IV: PROGRAM ACTIVITY</b>								
1. NUMBER OF PLANNING STUDIES INITIATED	41	41	+ 0	0	41	41	+ 0	0
2. NUMBER OF ENVIRONMENTAL ASSESSMENTS REVIEWED	25	30	+ 5	20	25	25	+ 0	0
3. NUMBER OF BENEFICIARY MEETINGS CONDUCTED	25	27	+ 2	8	25	25	+ 0	0
4. AMOUNT OF GENERAL LEASE REVENUE (IN MILLIONS)	15	16.2	+ 1.2	8	15	16.2	+ 1.2	8
5. NUMBER OF HOMESTEAD LEASE TRANSACTIONS	400	369	- 31	8	400	350	- 50	13
6. NUMBER OF DATA PROCESSING REQUESTS	47	51	+ 4	9	47	60	+ 13	28
7. NUMBER OF PERSONAL ACTIONS INITIATED	4000	4200	+ 200	5	4000	4200	+ 200	5
8. NUMBER OF PURCHASE ORDERS PROCESSED	2300	2500	+ 200	9	2300	24000	+ 21700	943
9. NUMBER OF REPAIR AND MAINT TASKS INITIATED	75	75	+ 0	0	75	75	+ 0	0

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

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 HHL 625. General funds were also appropriated to pay base salary costs for 200 positions since 2017. The Legislature continues to appropriate general funds for base salaries and fringe benefit costs for most positions since 2019.

Act 164, SLH 2023, authorizes 200 positions and base salaries are funded with general funds in FY 24. Fringe benefit costs are paid with general funds through the Department of Budget and Finance appropriations.

Lower employee counts and expenditures for FY 23 and FY 24 were due to unfunded positions, employee separations, and lengthy civil service hiring process.

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

Item 1: Repair and maintenance (R&M) tasks completed exceeded 100% of tasks initiated in FY 23. Some tasks including street tree maintenance; grounds maintenance; street light repairs; drainage repairs; road repairs; and water system repairs are still in progress. Additional homeowner concerns resulted in increased levels of R&M. Future improvements and additional inventory will increase R&M tasks in future years.

Item 2: Planning studies include regional homestead settlement plans and updates, environmental assessments, special area management and shoreline erosion management analyses, etc.

Item 3: All data requests received were completed within 30 days. The same is expected in FY 24.

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

Item 1: The reduction is attributed to general lease term expirations

and/or surrenders.

Item 2: Additional licenses were issued in FY 23.

Item 3: The reduction in revocable permits is due to permit cancellations and/or surrenders.

Item 4: Beneficiary organization assistance include training and capacity building with homestead association programs; financial support through grants; and opportunities to formulate the Department of Hawaiian Home Lands' (DHHL) policies and programs. Activities under this category are expected to increase in the future as new homestead communities are developed.

Item 5: Workforce attrition continued in FY 23; however, recruitment efforts will be increased during the remainder of FY 24. Lower employee counts were due to unfunded positions, employee separations, and the Department of Human Resources Development's lengthy civil service hiring process.

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

Item 1: Planning studies include regional homestead settlement plans and updates; environmental assessments; special area management and shoreline erosion management analyses; etc.

Item 2: The volume of environmental assessments vary depending on the number of external requests the Department receives during the year.

Item 3: The number of beneficiary meetings remain constant and are affected by the number of plans, policies, projects, and land use requests received by DHHL. Beneficiary consultations are expected to increase as new homestead communities are developed and new programs are created.

Item 4: Additional revenues are due to general lease rent increases.

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 03 02  
HHL 625

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**PROGRAM TITLE: ADMINISTRATION AND OPERATING SUPPORT**

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Item 5: The decline in lease/lessee transactions is attributed to staff attrition and the hiring process.

Item 6: Data processing activities increased, and this trend is expected to continue during the remainder of FY 24. The increase can be attributed to new initiatives and unforeseen events including system modernization efforts and the Maui Wildfire response.

Item 7: The Human Resources (HR) Office experienced increased personnel transactions relating to the outgoing and incoming Administration in December and January and the change of Chairmanship in March 2023. In addition to new hires, on boarding, and separation transactions, HR fielded telework implementation inquiries from programs and employees; reviewed reasonable accommodation requests related to COVID issues; increased grievances due to short staffing; and managed over 40 vacancy postings internally and with DHRD.

PROGRAM TITLE:

OVERALL PRGM SUPPT FOR SOCIAL SERVICES

12/5/23

PROGRAM-ID:

PROGRAM STRUCTURE NO: 0604

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	634.75	476.75	- 158.00	25	648.75	478.75	- 170.00	26	648.75	519.00	- 129.75	20
<b>EXPENDITURES (\$1000's)</b>	294,136	137,693	- 156,443	53	34,957	16,501	- 18,456	53	280,636	291,810	+ 11,174	4
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	634.75	476.75	- 158.00	25	648.75	478.75	- 170.00	26	648.75	519.00	- 129.75	20
<b>EXPENDITURES (\$1000's)</b>	294,136	137,693	- 156,443	53	34,957	16,501	- 18,456	53	280,636	291,810	+ 11,174	4

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. UNDUPLICATED # OF CLIENTS SERVED BY OFC OF AGING	7129	6208	- 921	13	7250	6800	- 450	6
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	95	97	+ 2	2	95	97	+ 2	2
4. % SELF-SUFFICIENCY SVC PROVIDERS MEETING PERF STDS	90	92	+ 2	2	90	94	+ 4	4
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 2023 AND FY 2024

**PROGRAM TITLE: OVERALL PRGM SUPPT FOR SOCIAL SERVICES**

**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.

PROGRAM TITLE: EXECUTIVE OFFICE ON AGING  
 PROGRAM-ID: HTH-904  
 PROGRAM STRUCTURE NO: 060402

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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	21.00	+ 0.00	0	21.00	21.00	+ 0.00	0	21.00	21.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	26,975	26,831	- 144	1	6,081	5,985	- 96	2	18,242	18,337	+ 95	1
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	21.00	21.00	+ 0.00	0	21.00	21.00	+ 0.00	0	21.00	21.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	26,975	26,831	- 144	1	6,081	5,985	- 96	2	18,242	18,337	+ 95	1
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. TOTAL UNDUPLICATED NUMBER OF CLIENTS SERVED	7129	6208	- 921	13	7250	6800	- 450	6				
2. % OF REGISTERED CLIENTS WHO LIVED ALONE	37	39	+ 2	5	37	37	+ 0	0				
3. % OF REGISTERED CLIENTS LIVING IN POVERTY	22	20	- 2	9	22	22	+ 0	0				
4. % OF REGISTERED CLIENTS WITH 2+ ADLS	46	44	- 2	4	46	46	+ 0	0				
5. % OF REGISTERED CLIENTS WITH 2+ IDLS	60	58	- 2	3	60	60	+ 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. NUMBER OF PERSONS AGE 60 YEARS AND OLDER	316300	56246	- 260054	82	316000	58000	- 258000	82				
2. # OF PERSONS WHO CONTACTED THE ADRC	47970	45233	- 2737	6	48000	46000	- 2000	4				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NUMBER OF INFO AND ASSISTANCE CALLS RECEIVED BY AD	60281	25134	- 35147	58	60000	35281	- 24719	41				
2. NUMBER OF CONGREGATE MEALS SERVED	197295	158863	- 38432	19	205000	161363	- 43637	21				
3. NUMBER OF HOME DELIVERED MEALS SERVED	412584	387888	- 24696	6	420000	395072	- 24928	6				
4. NUMBER OF RESPITE CARE UNITS PROVIDED	32062	52116	+ 20054	63	32000	42806	+ 10806	34				
5. NUMBER OF ADULT DAY CARE HOURS PROVIDED	81499	164520	+ 83021	102	82000	123009	+ 41009	50				



# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

**06 04 02**  
**HTH 904**

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**PROGRAM TITLE: EXECUTIVE OFFICE ON AGING**

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**PART I - EXPENDITURES AND POSITIONS**

No significant changes in Part 1.

**PART II - MEASURES OF EFFECTIVENESS**

Item 1: Variance of 13% is primarily due to lack of service providers Statewide.

Items 2-5 had no significant changes.

**PART III - PROGRAM TARGET GROUPS**

Item 1: Showed a significant decrease in number of unduplicated clients served by 82%. The FY 22 number was situationally inflated mainly because of the pandemic and the influx of federal funds to support services. The FY 23 number served of 56,246 is more in alignment with the FY 21 figure of 85,796.

Item 2: No significant change.

**PART IV - PROGRAM ACTIVITIES**

Item 1: A variance of a 58% decrease is primarily reflected in the fallout of the COVID-19 pandemic. With resources abundant in the community, older adults could reach out to multiple entities and use of broadband is reflected in the variance decrease in information and assistance.

Item 2: A variance of a 68% decrease in number of congregate meals served statewide. In FY 23 we saw a return to regular programming of congregate meals. Federal government flexibilities to include grab and go meals in

FY 22 had ended. In addition, clients were reluctant to return to congregate sites. Some clientele hesitated due to COVID-19 in the community while others stated they had found alternative activities and were not interested in returning to the congregate meal program.

Item 3: No significant change.

Item 4: The variance reflected an uptick in respite services provided Statewide. This is primarily due to the increased needs of the caregivers returning to the workforce.

Item 5: A variance of 102% increase was due to the adult day care providers having capacity to serve the community. Adult day care services include meals and personal care, as needed. Adult day care was able to pick up the needs in the community when the in-home care service providers did not have capacity to serve clients in the home.

PROGRAM TITLE: DISABILITY & COMMUNICATIONS ACCESS BOARD  
 PROGRAM-ID: HTH-520  
 PROGRAM STRUCTURE NO: 060403

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24						
	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	18.00	-	3.00	14	21.00	18.00	-	3.00	14	21.00	21.00	+	0.00	0
<b>EXPENDITURES (\$1000's)</b>	2,445	1,936	-	509	21	762	520	-	242	32	2,354	2,596	+	242	10
<b>TOTAL COSTS</b>															
<b>POSITIONS</b>	21.00	18.00	-	3.00	14	21.00	18.00	-	3.00	14	21.00	21.00	+	0.00	0
<b>EXPENDITURES (\$1000's)</b>	2,445	1,936	-	509	21	762	520	-	242	32	2,354	2,596	+	242	10

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
<b>PART II: MEASURES OF EFFECTIVENESS</b>										
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
<b>PART III: PROGRAM TARGET GROUP</b>										
1. PERSONS WITH DISABILITIES	291000	291054	+	54	0	291000	291054	+	54	0
<b>PART IV: PROGRAM ACTIVITY</b>										
1. # NEWSLETTERS DISTRIBUTED	29	20	-	9	31	29	29	+	0	0
2. # SIGN LANGUAGE INTERPRETERS TESTED	25	24	-	1	4	25	25	+	0	0
3. # INFO/REFERRAL & TECH ASST REQUESTS RECEIVED	7500	9018	+	1518	20	7500	7500	+	0	0
4. # DISABLED PERSONS PARKING PERMITS ISSUED	25000	29152	+	4152	17	25000	25000	+	0	0
5. # OUTREACH, EDUCATION AND TRAINING CONDUCTED	60	43	-	17	28	60	60	+	0	0
6. # BLUEPRINT DOCUMENTS REVIEWED	1200	1207	+	7	1	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	150	100	-	50	33	150	150	+	0	0
9. # ADVISORY COMMITTEES WHO ARE ACTIVE PARTICPANTS	25	18	-	7	28	25	25	+	0	0

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 04 03  
HTH 520

## **PROGRAM TITLE: DISABILITY & COMMUNICATIONS ACCESS BOARD**

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

Actual expenditures in FY 23 were lower than budgeted due to three vacancies.

Actual expenditures in FY 23 were also lower than budgeted due to staff shortage to develop contracts for program activities.

Actual expenditures in the three months that ended on September 30, 2023, were less than budgeted due to late invoices.

Actual expenditures ending FY 24 is due to collective bargaining.

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

No significant variances.

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

There was a slight increase in the population of people with disabilities.

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

Item 1: The decreased number of newsletters is due to staff shortage to develop and publish nine newsletters.

Item 3: There was an increased number of information and referral, and technical assistance, as public and private entities resumed their normal activities, and State and county government entities needed guidance on federal non-discrimination laws that impact persons with disabilities. Increased technical assistance related to understanding the Statewide program on parking for persons with disabilities and how to use the disability parking placard; differences between comfort, emotional support, and therapy dogs and service animals; requirements for closed captioning of live streaming of government public meetings; and requirements to make web content accessible for persons with communication disabilities.

Item 4: The increased number of disability parking permits issued is due to the end of COVID-19 pandemic and qualified applicants with disabilities resumed back to their daily activities.

Item 5: The decrease is due to staff vacancies to provide outreach, education, and training to individuals and professionals seeking assistance on the Americans with Disabilities Act Accessibility Guidelines, Americans with Disabilities Act, and the Individuals with Disabilities Education Act requirements.

Item 7: There was a decrease in requests for interpretive opinions and site-specific alternative designs.

Item 8: The decrease in the number of federal, State, and county public policy recommendations is due to staff vacancies to review policies relating to persons with disabilities.

Item 9: There was a decrease in participation in advisory committees due to staff vacancies.

PROGRAM TITLE: GENERAL SUPPORT FOR HEALTH CARE PAYMENTS  
 PROGRAM-ID: HMS-902  
 PROGRAM STRUCTURE NO: 060404

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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	200.75	- 81.00	29	280.75	198.75	- 82.00	29	280.75	200.00	- 80.75	29
<b>EXPENDITURES (\$1000's)</b>	98,189	48,823	- 49,366	50	3,941	2,183	- 1,758	45	95,039	95,089	+ 50	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	281.75	200.75	- 81.00	29	280.75	198.75	- 82.00	29	280.75	200.00	- 80.75	29
<b>EXPENDITURES (\$1000's)</b>	98,189	48,823	- 49,366	50	3,941	2,183	- 1,758	45	95,039	95,089	+ 50	0
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % APPS PROCESSED W/IN SPECIF TIMELINESS CRITERIA	95	97	+ 2	2	95	97	+ 2	2				
2. % OF TIMELY SUBS OF QRTL Y AND ANNL RPTS TO DHHS	100	100	+ 0	0	100	100	+ 0	0				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # OF HEALTH PLANS PARTICIPATING IN PROGRAM	5	5	+ 0	0	5	5	+ 0	0				
2. # SERVED BY QUEST	445000	465541	+ 20541	5	430000	440000	+ 10000	2				
3. # OF MQD PERSONNEL	220	205	- 15	7	235	205	- 30	13				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # OF CONTRACT EXECUTIONS	75	38	- 37	49	50	45	- 5	10				
2. # OF STATE PLAN AMENDMENTS AND WAIVER AMENDMENTS	10	13	+ 3	30	10	9	- 1	10				

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

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 variance in filled permanent positions is due to difficulties in recruiting for qualified applicants.

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 delays in executing the extensions for the numerous contractors participating in one of our indefinite delivery, indefinite quantity contracts. In addition, the number of contracts executed may vary from year to year depending on the expertise needed from outside contractors.

2. The variance is due to the varying amount of State plan amendments that are required annually or needed due to federal law changes.

PROGRAM TITLE: GEN SUPPORT FOR SELF-SUFFICIENCY SERVICES  
 PROGRAM-ID: HMS-903  
 PROGRAM STRUCTURE NO: 060405

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	90.00	78.00	- 12.00	13	94.00	78.00	- 16.00	17	94.00	86.00	- 8.00	9
<b>EXPENDITURES (\$1000's)</b>	143,173	44,041	- 99,132	69	12,695	3,984	- 8,711	69	118,800	123,265	+ 4,465	4
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	90.00	78.00	- 12.00	13	94.00	78.00	- 16.00	17	94.00	86.00	- 8.00	9
<b>EXPENDITURES (\$1000's)</b>	143,173	44,041	- 99,132	69	12,695	3,984	- 8,711	69	118,800	123,265	+ 4,465	4
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>							
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>				
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % FTW PGM PARTCPANTS WHO EXITED PGM W/ EMPLOYMENT	2	3	+ 1	50	3	2	- 1	33				
2. % E&T PARTCPNTS W/ BENEFITS REDCTN DUE TO EMPLYMNT	13	14.6	+ 1.6	12	13	13	+ 0	0				
3. % E&T PARTICIPANTS WHO EXITED DUE TO EMPLOYMENT	8	6.3	- 1.7	21	10	10	+ 0	0				
4. % CONTRACTED SVC PROVDRS MEETING PERFORMANCE STDS	90	92	+ 2	2	90	94	+ 4	4				
<b>PART III: PROGRAM TARGET GROUP</b>												
1. AVE # TANF/TAONF RCPTS REQ'D TO PARTCPTE FTW PGM	2600	2327	- 273	11	2500	2000	- 500	20				
2. SNAP RCPTS WHO ARE ABLE-BODIED SUBJECT TO WORK REG	12000	12000	+ 0	0	12000	12000	+ 0	0				
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NUMBER OF CONTRACTS	154	145	- 9	6	154	157	+ 3	2				
2. % SNAP APPLICATIONS PROCESSED W/IN ADMIN RULES REQ	97	78	- 19	20	95	82	- 13	14				
3. % TANF/TAONF APPS PROCESSED EACH MONTH	78	75	- 3	4	80	78	- 2	3				
4. AVE # OF FTW PROGRAM PARTICIPANTS EACH MONTH	2600	2327	- 273	11	2500	2000	- 500	20				
5. PARTICIPATION IN THE EMPLOYMENT AND TRAINING PGM	1557	1311	- 246	16	1500	1500	+ 0	0				

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 04 05  
HMS 903

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

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

The variance in filled permanent positions is due to competition with the private sector, which offers higher salaries and more opportunities for advancement, making it difficult to recruit qualified applicants.

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

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

1. Although the actual figure is comparable to the planned figure, the planned figure is small, so a difference of only one percent creates a significant variance of 50% or more.

2. The variance is due to an increase in Employment and Training (E&T) participants, 192 participants or 14.6% ( $192/1311 = 14.6\%$ ), being in a greater variety of employment options (part-time and full-time employment).

3. The variance is due to a decrease in E&T participants exiting due to employment totaling 82 or 6.3% ( $82/1311 = 6.3\%$ ). E&T participants are mostly students. Considering that participation is voluntary, less participants are exiting due to employment.

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

1. The variance is due to a proportional decrease in the Temporary Assistance for Needy Families/Temporary Assistance for Other Needy Families (TANF/TAONF) caseloads.

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

2. The variance is due to difficulties with retaining experienced retaining staff during and after the COVID-19 pandemic combined with end of COVID-19 waivers that had simplified Supplemental Nutrition Assistance Program (SNAP) application processing. Without the waivers, SNAP application processing requirements returned to normal and staff who

were hired while the waivers were in effect had no experience with the normal procedures.

4. The variance is due to a proportional decrease in the TANF/TAONF caseloads.

5. The variance is due to the Able-Bodied Adults Without Dependents waiver that suspends the requirement to participate in the E&T program being extended through May 2024.

PROGRAM TITLE: GENERAL ADMINISTRATION - DHS  
 PROGRAM-ID: HMS-904  
 PROGRAM STRUCTURE NO: 060406

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>	178.00	127.00	- 51.00	29	181.00	126.00	- 55.00	30	181.00	140.00	- 41.00	23
<b>EXPENDITURES (\$1000's)</b>	17,006	10,509	- 6,497	38	3,368	2,686	- 682	20	15,567	15,516	- 51	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	178.00	127.00	- 51.00	29	181.00	126.00	- 55.00	30	181.00	140.00	- 41.00	23
<b>EXPENDITURES (\$1000's)</b>	17,006	10,509	- 6,497	38	3,368	2,686	- 682	20	15,567	15,516	- 51	0

	FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. % VACANT POSITIONS FILLED DURING THE FISCAL YEAR	55	37	- 18	33	55	40	- 15	27
2. % APPEALS RESOLVED W/IN SPECIF TIME CRITERIA	99	99	+ 0	0	99	99	+ 0	0
3. % NEW HIRES CONTINUE WORKING FOR DHS THREE YEARS	55	46	- 9	16	55	50	- 5	9
4. % FED FUNDS DRAWN DOWN W/IN SPECIF TIME CRITERIA	97	95	- 2	2	97	97	+ 0	0
5. % CONTRACT PAYMENTS PAID W/IN SPECIF TIME CRITERIA	89	91	+ 2	2	89	89	+ 0	0
6. % IT PROJECTS COMPLETED W/IN SPECIF TIME CRITERIA	72	78	+ 6	8	72	75	+ 3	4
<b>PART III: PROGRAM TARGET GROUP</b>								
1. # PERSONNEL IN DHS	1800	1693	- 107	6	1800	1800	+ 0	0
2. # DIVISIONS & ATTACHED AGENCIES IN DHS	8	8	+ 0	0	9	9	+ 0	0
<b>PART IV: PROGRAM ACTIVITY</b>								
1. # APPEALS PROCESSED ANNUALLY	1035	769	- 266	26	983	983	+ 0	0
2. # WARRANT VOUCHERS PROCESSED ANNUALLY	9500	7855	- 1645	17	9500	7800	- 1700	18
3. # MANDATED FISCAL FED REPORTS ANNUALLY	249	249	+ 0	0	242	242	+ 0	0
4. # AUTOMATION INITIATIVES IMPLEMENTED ANNUALLY	30	32	+ 2	7	30	32	+ 2	7



# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 04 06  
HMS 904

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**PROGRAM TITLE: GENERAL ADMINISTRATION - DHS**

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**PART I - EXPENDITURES AND POSITIONS**

The variance in filled permanent positions is due to ongoing turnover and a lack of viable applicants.

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 current labor market making recruitment difficult. Most of the Department of Human Services' (DHS) positions are in active recruitment; however, there is a lack of qualified applicants. When the Department of Human Resources Development is able to provide lists of qualified applicants, applicants often do not respond to calls or do not show up for their scheduled interviews. Furthermore, when DHS does make an employment offer, many applicants decline because they have found employment elsewhere or because the compensation is unsatisfactory.

3. The variance is due to the current job market making employee retainment difficult. Employees who leave DHS are often offered positions with higher compensation and/or full-time telework. Additionally, they may be looking for work that is not as high-paced, emotionally draining, and negatively publicized. DHS is exploring wellness and training opportunities to encourage employee engagement and improve retention.

**PART III - PROGRAM TARGET GROUPS**

No significant variances.

**PART IV - PROGRAM ACTIVITIES**

1. The variance is due to a decrease in the number of requests for appeals received. Federal waivers that suspended some requirements for initial eligibility and redeterminations resulted in fewer denials and terminations of benefits.

2. The variance is due to increased use of purchasing-cards within DHS and listing more payments per voucher.

PROGRAM TITLE: GENERAL SUPPORT FOR SOCIAL SERVICES  
 PROGRAM-ID: HMS-901  
 PROGRAM STRUCTURE NO: 060407

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24						
	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>	43.00	32.00	-	11.00	26	43.00	33.00	-	10.00	23	43.00	43.00	+	0.00	0
<b>EXPENDITURES (\$1000's)</b>	6,348	5,553	-	795	13	1,135	1,094	-	41	4	6,609	6,164	-	445	7
<b>TOTAL COSTS</b>															
<b>POSITIONS</b>	43.00	32.00	-	11.00	26	43.00	33.00	-	10.00	23	43.00	43.00	+	0.00	0
<b>EXPENDITURES (\$1000's)</b>	6,348	5,553	-	795	13	1,135	1,094	-	41	4	6,609	6,164	-	445	7
	<b>FISCAL YEAR 2022-23</b>				<b>FISCAL YEAR 2023-24</b>										
	<b>PLANNED</b>	<b>ACTUAL</b>	<b>± CHANGE</b>	<b>%</b>	<b>PLANNED</b>	<b>ESTIMATED</b>	<b>± CHANGE</b>	<b>%</b>							
<b>PART II: MEASURES OF EFFECTIVENESS</b>															
1. % NEW EMPL COMPLTG INTRO COMP/PROG SKILLS COURSES	100	100	+	0	0	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	90	90	+	0	0
3. % SOCIAL SVCS CONTRACTS MANAGED BY DIVISION	95	95	+	0	0	95	95	+	0	0	95	95	+	0	0
4. % GRANTS AND FEDERAL FUNDS TRACKED AND MONITORED	95	95	+	0	0	95	95	+	0	0	95	95	+	0	0
<b>PART III: PROGRAM TARGET GROUP</b>															
1. PERSONNEL IN DIVISION	406	348	-	58	14	406	406	+	0	0	406	406	+	0	0
<b>PART IV: PROGRAM ACTIVITY</b>															
1. # NEW DIVISION EMPLOYEES TRAINED DURING YEAR	60	60	+	0	0	60	60	+	0	0	60	60	+	0	0
2. # FEDERAL COMPLIANCE REVIEWS DURING YEAR	2	2	+	0	0	2	3	+	1	50	2	3	+	1	50
3. # SOCIAL SVCS CONTRACTS MANAGED DURING YEAR	103	97	-	6	6	105	104	-	1	1	103	104	-	1	1
4. # GRANTS/FEDERAL FUNDS TRACKED/MONITRD DURING YEAR	38	38	+	0	0	22	35	+	13	59	38	35	+	13	59

## VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 04 07  
HMS 901

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

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**PART I - EXPENDITURES AND POSITIONS**

The variance in filled permanent positions is due to staff turnover and difficulties in recruiting qualified employees.

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**

1. The variance in personnel in the division is due to difficulties in filling vacant positions.

**PART IV - PROGRAM ACTIVITIES**

No significant variances.

VARIANCE REPORT

PROGRAM TITLE: OFFICE ON HOMELESSNESS AND HOUSING SOLUTIONS  
 PROGRAM-ID: HMS-777  
 PROGRAM STRUCTURE NO: 060408

	FISCAL YEAR 2022-23				THREE MONTHS ENDED 09-30-23				NINE MONTHS ENDING 06-30-24			
	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>					8.00	4.00	- 4.00	50	8.00	8.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>					6,975	49	- 6,926	99	24,025	30,843	+ 6,818	28
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>					8.00	4.00	- 4.00	50	8.00	8.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>					6,975	49	- 6,926	99	24,025	30,843	+ 6,818	28
					FISCAL YEAR 2022-23				FISCAL YEAR 2023-24			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. # HOMELESS PERSONS STATEWIDE COUNTED IN PIT COUNT					5800	6223	+ 423	7	5700	5700	+ 0	0
2. # BEDS FOR PPL EXP HOMELESSNESS REPORTED IN HIC					7800	8119	+ 319	4	7900	7900	+ 0	0
3. % PERSONS EXITING HOMELESS PRGMS TO PERM HOUSING					36	30.72	- 5.28	15	38	38	+ 0	0
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # PPL EXP HOMELESSNESS UNSHELTERED S/W PIT COUNT					3700	3907	+ 207	6	3600	3600	+ 0	0
2. # PPL EXP HOMELESSNESS SHELTERED S/W PIT COUNT					2100	2316	+ 216	10	2100	2100	+ 0	0
3. # HOUSEHOLDS W/MINOR CHILDREN IN S/W PIT COUNT					360	352	- 8	2	350	350	+ 0	0
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # OF INTER-ORGANIZATION/AGENCY MEETINGS					36	42	+ 6	17	36	36	+ 0	0
2. # TRAININGS CONDUCTED FOR SVC PROVIDERS/PARTNERS					2	4	+ 2	100	2	2	+ 0	0
3. # OF SPEAKING ENGAGEMENTS BY STAFF					10	20	+ 10	100	10	10	+ 0	0
4. # POLICY BRIEFS/REPORTS AUTHORED/DISTRIBUTED					7	7	+ 0	0	7	7	+ 0	0

# VARIANCE REPORT NARRATIVE FY 2023 AND FY 2024

06 04 08  
HMS 777

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**PROGRAM TITLE: OFFICE ON HOMELESSNESS AND HOUSING SOLUTIONS**

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**PART I - EXPENDITURES AND POSITIONS**

There are no significant variances in permanent positions filled and expenditures in FY 23 because HMS 777 is a newly established Program ID, effective July 1, 2023. The program's activities previously fell under HMS 904.

**PART II - MEASURES OF EFFECTIVENESS**

3. The variance is likely the result of the limited inventory and accessibility of deeply affordable, permanent housing.

**PART III - PROGRAM TARGET GROUPS**

2. The variance is likely the result of the increased number of beds, as reported in the Housing Inventory Count.

**PART IV - PROGRAM ACTIVITIES**

1. The variance is due to an increased level of collaboration with county governments, community-based organizations, and State agencies.

2. The variance is due to the launch of new initiatives, such as the Kauhale Initiative, which required more training/education for partner organizations.

3. The variance is due to a new emphasis on engaging and educating the public and policymakers and setting a high priority on securing support and ownership of communities for homeless programs and projects.