

SOCIAL SERVICES PROGRAM

LEVEL I PROGRAM

06

PROGRAM TITLE: SOCIAL SERVICES

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

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF VULNERABLE ADULTS WITH ADULT PROTECTIVE SERVICES (APS) NOT RE-ABUSED.
2. PERCENTAGE OF WORK PROGRAM PARTICIPANTS WHO EXITED THE PROGRAM WITH EMPLOYMENT.
3. PERCENTAGE OF TEMPORARY ASSISTANCE FOR NEEDY FAMILIES/TEMPORARY ASSISTANCE FOR OTHER NEEDY FAMILIES (TANF/TAONF) RECIPIENT FAMILIES PARTICIPATING IN A WORK PROGRAM WHO MET THE FEDERAL WORK PARTICIPATION STANDARD.
4. % PLANNED HAWAIIAN HOMESTEAD LOTS THAT WERE DEVELOPED.

LEVEL II PROGRAM

06 01

PROGRAM TITLE: SERVICES TO INDIVIDUALS, FAMILIES AND VETERANS

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

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF CHILDREN IN OUT-OF-HOME (OOH) CARE WHO ARE RETURNED TO FAMILY WHOSE RETURN IS WITHIN 12 MONTHS OF OUT-OF-HOME CARE PLACEMENT.
2. PERCENT OF VETERANS' SERVICES PLAN ACHIEVED.
3. PERCENTAGE OF VULNERABLE ADULTS WITH ADULT PROTECTIVE SERVICES (APS) NOT RE-ABUSED.

LEVEL III PROGRAM

06 01 01

HMS 301

PROGRAM TITLE: CHILD PROTECTIVE SERVICES

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

LEVEL III PROGRAM

06 01 02

HMS 302

PROGRAM TITLE: GENERAL SUPPORT FOR CHILD CARE

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

LEVEL III PROGRAM

06 01 03

HMS 303

PROGRAM TITLE: CHILD PROTECTIVE SERVICES PAYMENTS

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

LEVEL III PROGRAM

06 01 04

HMS 305

PROGRAM TITLE: CASH SUPPORT FOR CHILD CARE

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

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF WORK PROGRAM PARTICIPANTS WHO EXITED THE PROGRAM WITH EMPLOYMENT.
2. PERCENTAGE OF TEMPORARY ASSISTANCE FOR NEEDY FAMILIES/TEMPORARY ASSISTANCE FOR OTHER NEEDY FAMILIES (TANF/TAONF) RECIPIENT FAMILIES PARTICIPATING IN A WORK PROGRAM WHO MET THE FEDERAL WORK PARTICIPATION STANDARD.
3. PERCENTAGE OF FIRST-TO-WORK (FTW) PARTICIPANTS RECEIVING CHILD CARE SUBSIDIES.
4. PERCENTAGE OF APPLICANTS THAT RECEIVED CHILD CARE SUBSIDIES TO MAINTAIN EMPLOYMENT.

TARGET GROUPS:

1. AVERAGE NUMBER OF FIRST-TO-WORK (FTW) PARTICIPANTS WHO RECEIVED CHILD CARE SUBSIDIES EACH MONTH.
2. NUMBER OF APPLICANTS (NOT INCLUDING FTW) WHO APPLIED FOR CHILD CARE SUBSIDIES.
3. NUMBER OF LOW-TO-MODERATE INCOME FAMILIES WHO ARE ELIGIBLE FOR CHILD CARE SUBSIDY PAYMENTS TO MAINTAIN THEIR EMPLOYMENT, TRAINING OR EDUCATION.
4. NUMBER OF LOW-TO-MODERATE INCOME FAMILIES WHO ARE ELIGIBLE AND ENROLLED THEIR PRESCHOOL-AGED CHILDREN WITH PRESCHOOL OPEN DOORS.

PROGRAM ACTIVITIES:

1. NUMBER OF APPLICANTS DETERMINED ELIGIBLE FOR CHILD CARE SUBSIDIES.
2. NUMBER OF APPLICANTS DETERMINED ELIGIBLE FOR PRESCHOOL OPEN DOORS..

PROGRAM TITLE: AT-RISK YOUTH SERVICES

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

MEASURES OF EFFECTIVENESS:

1. DECREASE IN THE NUMBER OF YOUTH ADMITTED TO THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
2. PERCENTAGE OF COMPLIANCE WITH FOUR CORE REQUIREMENTS OF JUVENILE JUSTICE DELINQUENCY PREVENTION ACT (JJDP A).

PROGRAM TITLE: IN-COMMUNITY YOUTH PROGRAMS

OBJECTIVE: TO COORDINATE A CONTINUUM OF PROGRAMS AND SERVICES IN COMMUNITIES FOR AT-RISK YOUTH TO PREVENT DELINQUENCY, REDUCE RECIDIVISM, AND MAXIMIZE OPPORTUNITIES FOR YOUTH TO THRIVE WITHIN THEIR COMMUNITY; AND TO MONITOR STANDARDS FOR YOUTH IN RESIDENTIAL CUSTODY FACILITIES

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF COMPLIANCE WITH FOUR CORE REQUIREMENTS OF JUVENILE JUSTICE DELINQUENCY PREVENTION ACT (JJDP A).
2. DECREASE IN THE NUMBER OF YOUTH ADMITTED TO THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
3. PERCENTAGE INCREASE IN YOUTH SERVED IN COMMUNITY-BASED PROGRAMS CONTRACTED BY OFFICE OF YOUTH SERVICES (OYS).

TARGET GROUPS:

1. NUMBER OF YOUTH AGES 10 TO 19.
2. NUMBER OF YOUTH ADMITTED TO HYCF.
3. NUMBER OF AT-RISK YOUTH PARTICIPATING IN COMMUNITY-BASED PREVENTION PROGRAMS CONTRACTED BY OYS.

PROGRAM ACTIVITIES:

1. NUMBER OF COLLABORATIONS INITIATED BY OYS.
2. NUMBER OF YOUTH INTAKES TO HYCF.
3. NUMBER OF CONTRACTS FOR COMMUNITY-BASED PREVENTION PROGRAMS.

PROGRAM TITLE: KAWAIILOA YOUTH AND FAMILY WELLNESS CENTER

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

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF COMMITTED YOUTHS RECEIVING BEHAVIORAL HEALTH SERVICES.
2. PERCENTAGE OF COMMITTED YOUTHS IN SPECIAL MANAGEMENT PROGRAM.
3. PERCENTAGE OF COMMITTED YOUTHS SUCCESSFULLY TRANSITIONED/ REINTEGRATED BACK INTO THE COMMUNITY.

TARGET GROUPS:

1. NUMBER OF YOUTHS AGES 13 TO 19.

PROGRAM ACTIVITIES:

1. PERCENTAGE OF COMMITTED YOUTHS CONFINED FOR MORE THAN 60 DAYS WHOSE RECORDS INDICATE THEY RECEIVED THE MENTAL HEALTH TREATMENT PRESCRIBED BY THEIR INDIVIDUAL TREATMENT PLANS.
2. NUMBER OF COMMITTED YOUTHS IN SPECIAL MANAGEMENT PROGRAM.
3. NUMBER OF COMMITTED YOUTHS WHOSE RECORDS INDICATE THAT THEY RECEIVED A VOCATIONAL ASSESSMENT BY QUALIFIED STAFF.

LEVEL III PROGRAM

06 01 06

DEF 112

PROGRAM TITLE: SERVICES TO VETERANS

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

LEVEL III PROGRAM

06 01 07

HMS 601

PROGRAM TITLE: ADULT PROTECTIVE AND COMMUNITY SERVICES

OBJECTIVE: TO ENABLE VULNERABLE ADULTS AND ADULTS AT RISK OF ABUSE TO LIVE IN A SAFE ENVIRONMENT BY PROVIDING PROTECTIVE SERVICES AND VOLUNTEER PROGRAMS TO ASSIST THE COMMUNITY

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF VULNERABLE ADULTS WITH ADULT PROTECTIVE SERVICES (APS) NOT RE-ABUSED.
2. PERCENTAGE OF PROGRAM RECIPIENTS SERVED BY FOSTER GRANDPARENTS PROGRAM (FGP).
3. PERCENTAGE OF PROGRAM RECIPIENTS SERVED BY SENIOR COMPANION PROGRAM (SCP).

TARGET GROUPS:

1. NUMBER OF ADULTS REPORTED TO BE ABUSED.
2. NUMBER OF LOW-INCOME ADULTS AGE 55+ YEARS ELIGIBLE TO SERVE AS FGP VOLUNTEERS.
3. NUMBER OF LOW-INCOME ELIGIBLE ADULTS AGE 55+ YEARS ELIGIBLE TO SERVE AS SCP VOLUNTEERS.

PROGRAM ACTIVITIES:

1. NUMBER OF ADULTS PROVIDED ADULT PROTECTIVE INVESTIGATION SERVICES.
2. NUMBER OF ADULTS WHO WERE PROVIDED CASE MANAGEMENT SERVICES FOLLOWING ADULT PROTECTIVE SERVICE INVESTIGATIONS.
3. NUMBER OF ADULTS WHO ARE FGP VOLUNTEERS.
4. NUMBER OF STUDENTS PROVIDED FGP VOLUNTEERS.
5. NUMBER OF ADULTS WHO ARE SCP VOLUNTEERS.
6. NUMBER OF ADULTS PROVIDED SCP VOLUNTEERS.

LEVEL II PROGRAM

06 02

PROGRAM TITLE: ASSURED STANDARD OF LIVING

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

MEASURES OF EFFECTIVENESS:

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

LEVEL III PROGRAM

06 02 01

PROGRAM TITLE: MONETARY ASSISTANCE FOR GENERAL NEEDS

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

MEASURES OF EFFECTIVENESS:

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

PROGRAM TITLE: AGED, BLIND AND DISABLED PAYMENTS

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

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF INDIVIDUALS EXITING THE PROGRAM DUE TO SUPPLEMENTAL SECURITY INCOME (SSI) AND/OR SOCIAL SECURITY RETIREMENT, SURVIVORS, AND DISABILITY INSURANCE (RSDI) BENEFITS.

TARGET GROUPS:

1. NUMBER OF INDIVIDUALS ELIGIBLE FOR AABD BENEFITS.

PROGRAM ACTIVITIES:

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

PROGRAM TITLE: GENERAL ASSISTANCE PAYMENTS

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

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF INDIVIDUALS EXITING THE PROGRAM DUE TO THE AMELIORATION OF TEMPORARY DISABILITY.
2. PERCENTAGE OF INDIVIDUALS EXITING THE PROGRAM DUE TO SUPPLEMENTAL SECURITY INCOME (SSI) AND/OR SOCIAL SECURITY RETIREMENT, SURVIVORS, AND DISABILITY INSURANCE (RSDI) BENEFITS.

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

PROGRAM TITLE: FEDERAL ASSISTANCE PAYMENTS

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

PROGRAM TITLE: CASH SUPPORT FOR FAMILIES - SELF-SUFFICIENCY

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

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF TANF AND TAONF RECIPIENT FAMILIES WITH INCOME..
2. PERCENTAGE OF FAMILIES WHO EXITED TANF AND TAONF DUE TO EXCESS INCOME.
3. PERCENTAGE OF TANF AND TAONF RECIPIENT FAMILIES WHO EXITED THE PROGRAM DUE TO THE LAST OR ONLY CHILD REACHING THE AGE OF MAJORITY..

TARGET GROUPS:

1. AVERAGE NUMBER OF APPLICANT FAMILIES PER MONTH.
2. AVERAGE NUMBER OF TANF AND TAONF RECIPIENT FAMILIES PER MONTH.
3. AVERAGE NUMBER OF CHILD-ONLY CASES PER MONTH.

PROGRAM ACTIVITIES:

1. AVERAGE MONTHLY BENEFIT PAYMENT PER FAMILY.
2. AVERAGE NUMBER OF APPLICATIONS APPROVED EACH MONTH.
3. AVERAGE NUMBER OF CASE CLOSURES EACH MONTH.

PROGRAM TITLE: HOUSING ASSISTANCE

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

MEASURES OF EFFECTIVENESS:

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

PROGRAM TITLE: RENTAL HOUSING SERVICES

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

PROGRAM TITLE: HAWAII PUBLIC HOUSING AUTHORITY ADMINISTRATION

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

LEVEL IV PROGRAM

06 02 02 13

HMS 222

PROGRAM TITLE: RENTAL ASSISTANCE SERVICES

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

MEASURES OF EFFECTIVENESS:

1. AVERAGE MONTHLY GROSS RENT FOR RENT SUPPLEMENT RECIPIENTS.
2. AVERAGE MONTHLY RENT SUPPLEMENT PAYMENT.

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

LEVEL IV PROGRAM

06 02 02 15

HMS 224

PROGRAM TITLE: HOMELESS SERVICES

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

1. NUMBER OF PEOPLE EXPERIENCING HOMELESSNESS STATEWIDE ACCORDING TO THE STATEWIDE POINT IN TIME COUNT.

PROGRAM ACTIVITIES:

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

LEVEL III PROGRAM

06 02 03

PROGRAM TITLE: HEALTH CARE

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

MEASURES OF EFFECTIVENESS:

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

LEVEL IV PROGRAM

06 02 03 04

HMS 605

PROGRAM TITLE: COMMUNITY-BASED RESIDENTIAL AND MEDICAID FACILITY SUPPORT

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

PROGRAM TITLE: HEALTH CARE PAYMENTS

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

PROGRAM TITLE: GENERAL SUPPORT FOR ASSURED STANDARD OF LIVING

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

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF WORK PROGRAM PARTICIPANTS WHO HAVE EXITED WITH EMPLOYMENT.
2. PERCENTAGE OF TEMPORARY ASSISTANCE FOR NEEDY FAMILIES/TEMPORARY ASSISTANCE FOR OTHER NEEDY FAMILIES (TANF/TAONF) RECIPIENT FAMILIES PARTICIPATING IN A WORK PROGRAM WHO MET THE FEDERAL WORK PARTICIPATION STANDARD.
3. PERCENTAGE OF DISABILITY CLAIMS PROCESSED DURING THE YEAR.
4. PERCENTAGE OF CHILD SUPPORT CASES WITH SUPPORT ORDERS ESTABLISHED.

PROGRAM TITLE: CASE MANAGEMENT FOR SELF-SUFFICIENCY

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

1. AVERAGE NUMBER OF TANF AND TAONF RECIPIENT FAMILIES EACH MONTH.
2. AVERAGE NUMBER OF TANF AND TAONF RECIPIENT FAMILIES WITH A TEMPORARILY DISABLED PARENT OR RELATIVE CAREGIVER EACH MONTH.
3. POTENTIAL NUMBER OF APPLICANTS FOR SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP).

PROGRAM ACTIVITIES:

1. NUMBER OF INDIVIDUALS WHO RECEIVE GENERAL ASSISTANCE (GA) AND AID TO THE AGED, BLIND AND DISABLED (AABD).
2. AVERAGE NUMBER OF APPLICANTS FOR TANF AND TAONF BENEFITS EACH MONTH.
3. NUMBER OF SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) APPLICATIONS PROCESSED.
4. NUMBER OF HOUSEHOLDS RECEIVING SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) BENEFITS.
5. AVERAGE NUMBER OF TANF AND TAONF RECIPIENTS WHO PARTICIPATED IN THE FIRST-TO-WORK PROGRAM EACH MONTH..

LEVEL IV PROGRAM

06 02 04 02

HMS 238

PROGRAM TITLE: DISABILITY DETERMINATION

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

1. NUMBER OF APPLICANTS FOR SOCIAL SECURITY DISABILITY BENEFITS.

PROGRAM ACTIVITIES:

1. NUMBER OF CLAIMANTS PROVIDED CONSULTATIVE EXAMINATIONS (ANNUALLY).
2. NUMBER OF SOCIAL SECURITY DISABILITY BENEFITS DETERMINATIONS RENDERED.

LEVEL IV PROGRAM

06 02 04 03

ATG 500

PROGRAM TITLE: CHILD SUPPORT ENFORCEMENT SERVICES

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

1. CHILDREN BORN OUT OF WEDLOCK DURING THE CURRENT YEAR.
2. CHILD SUPPORT CASES WITH OBLIGORS WHOSE WHEREABOUTS ARE UNKNOWN.
3. CASES WITHOUT CHILD SUPPORT ORDERS.
4. CASES WITH ARREARS DUE.

PROGRAM ACTIVITIES:

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

LEVEL III PROGRAM

06 02 05

HMS 237

PROGRAM TITLE: EMPLOYMENT AND TRAINING

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

LEVEL II PROGRAM

06 03

PROGRAM TITLE: HAWAIIAN HOMESTEADS

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

MEASURES OF EFFECTIVENESS:

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

PROGRAM TITLE: PLANNING AND DEVELOPMENT FOR HAWAIIAN HOMESTEADS

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

PROGRAM TITLE: ADMINISTRATION AND OPERATING SUPPORT

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

LEVEL II PROGRAM

06 04

PROGRAM TITLE: OVERALL PROGRAM SUPPORT FOR SOCIAL SERVICES

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

MEASURES OF EFFECTIVENESS:

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

LEVEL III PROGRAM

06 04 02

HTH 904

PROGRAM TITLE: EXECUTIVE OFFICE ON AGING

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

LEVEL III PROGRAM

06 04 03

HTH 520

PROGRAM TITLE: DISABILITY AND COMMUNICATIONS ACCESS BOARD

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

1. PERSONS WITH DISABILITIES.

PROGRAM ACTIVITIES:

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

PROGRAM TITLE: GENERAL SUPPORT FOR HEALTH CARE PAYMENTS

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

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

PROGRAM TITLE: GENERAL SUPPORT FOR SELF-SUFFICIENCY SERVICES

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

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF TANF/TAONF APPLICATIONS PROCESSED EACH MONTH.
2. PERCENTAGE OF SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) APPLICATIONS PROCESSED WITHIN ADMINISTRATIVE RULES REQUIREMENTS..
3. PERCENTAGE OF CONTRACTED SERVICE PROVIDERS WHO MEET THE PERFORMANCE STANDARDS.

TARGET GROUPS:

1. AVERAGE NUMBER OF TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)/TEMPORARY ASSISTANCE TO OTHER NEEDY FAMILIES (TAONF) RECIPIENTS PER MONTH REQUIRED TO PARTICIPATE IN THE FIRST-TO-WORK PROGRAM.
2. SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) RECIPIENTS WHO ARE ABLE-BODIED AND SUBJECT TO MANDATORY WORK REGISTRATION.
3. NUMBER OF BESSD PROGRAM IDS..

PROGRAM ACTIVITIES:

1. NUMBER OF CONTRACTS.
2. AVERAGE NUMBER OF FIRST-TO-WORK (FTW) PROGRAM PARTICIPANTS EACH MONTH.
3. PARTICIPATION IN THE EMPLOYMENT AND TRAINING (E&T) PROGRAM.

PROGRAM TITLE: GENERAL ADMINISTRATION FOR DHS

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

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF VACANT POSITIONS FILLED DURING THE FISCAL YEAR.
2. PERCENTAGE OF APPEALS RESOLVED WITHIN THE SPECIFIED TIME CRITERIA.
3. PERCENTAGE OF NEW HIRES WHO CONTINUE WORKING FOR THE DEPARTMENT OF HUMAN SERVICES FOR THREE YEARS.
4. PERCENTAGE OF FEDERAL FUNDS DRAWN DOWN WITHIN SPECIFIED TIME CRITERIA.
5. PERCENTAGE OF CONTRACT PAYMENTS PAID WITHIN SPECIFIED TIMELINESS CRITERIA.
6. PERCENTAGE OF INFORMATION TECHNOLOGY (IT) PROJECTS COMPLETED WITHIN SPECIFIED TIMELINESS CRITERIA.

TARGET GROUPS:

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

PROGRAM ACTIVITIES:

1. NUMBER OF APPEALS PROCESSED ANNUALLY.
2. NUMBER OF WARRANT VOUCHERS PROCESSED ANNUALLY.
3. NUMBER OF MANDATED FISCAL FEDERAL REPORTS ANNUALLY.
4. NUMBER OF AUTOMATION INITIATIVES IMPLEMENTED ANNUALLY.

PROGRAM TITLE: GENERAL SUPPORT FOR SOCIAL SERVICES

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

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

1. PERSONNEL IN DIVISION.

PROGRAM ACTIVITIES:

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

PROGRAM TITLE: OFFICE ON HOMELESSNESS AND HOUSING SOLUTIONS

OBJECTIVE: TO REDUCE HOMELESSNESS IN HAWAII BY WORKING WITH STATE, COUNTY, AND COMMUNITY AGENCIES TO DEVELOP AND TEST INNOVATIVE SOLUTIONS TO PREVENT AND END HOMELESSNESS, INCLUDING THROUGH TRANSITIONAL AND PERMANENT HOUSING AND SUPPORTIVE OR ASSISTED SERVICES, OR BOTH.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF HOMELESS PERSONS COUNTED STATEWIDE IN THE ANNUAL HOMELESS POINT IN TIME (PIT) COUNT.
2. NUMBER OF BEDS FOR PEOPLE EXPERIENCING HOMELESSNESS REPORTED TO HUD AS PART OF THE ANNUAL HOUSING INVENTORY COUNT (HIC).
3. PERCENTAGE OF PERSONS EXITING FROM HOMELESS PROGRAMS TO PERMANENT HOUSING.

TARGET GROUPS:

1. NUMBER OF PEOPLE EXPERIENCING HOMELESSNESS IN THE STATEWIDE HOMELESS PIT COUNT WHO ARE UNSHELTERED.
2. NUMBER OF PEOPLE EXPERIENCING HOMELESSNESS IN THE STATEWIDE HOMELESS PIT COUNT WHO ARE SHELTERED.
3. NUMBER OF HOUSEHOLDS IN THE STATEWIDE HOMELESS PIT COUNT THAT ARE FAMILIES WITH MINOR CHILDREN.

PROGRAM ACTIVITIES:

1. NUMBER OF INTER-ORGANIZATION/AGENCY MEETINGS.
2. NUMBER OF TRAININGS OR WEBINARS CONDUCTED FOR HOMELESS SERVICE PROVIDERS, GOVERNMENT AGENCY PARTNERS, AND OTHER KEY STAKEHOLDERS.
3. NUMBER OF SPEAKING ENGAGEMENTS BY STAFF.
4. NUMBER OF POLICY BRIEFS AND REPORTS AUTHORED AND DISTRIBUTED BY STAFF.

PROGRAM TITLE: OFFICE OF WELLNESS AND RESILIENCE

OBJECTIVE: TO STRENGTHEN OUR STATE SYSTEMS AND SERVICES, USING HEALING CENTERED CARE PRINCIPLES AS STRATEGIES TO MAKE HAWAII A TRAUMA-INFORMED STATE.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF PARTNERS IN LOCAL COMMUNITIES THE OFFICE OF WELLNESS AND RESILIENCE HAS COLLABORATED WITH DURING THE FISCAL YEAR.
2. NUMBER OF STATE DEPARTMENTS, COUNTY PARTNERS, AND FEDERAL AGENCIES THE OFFICE OF WELLNESS AND RESILIENCE HAS WORKED WITH DURING THE FISCAL YEAR TO STRENGTHEN STATE POLICIES AND PROGRAMS TO BECOME TRAUMA-INFORMED.
3. NUMBER OF RESEARCH PROJECTS THE OFFICE OF WELLNESS AND RESILIENCE HAS COLLABORATED ON DURING THE FISCAL YEAR TO MEASURE WELLNESS, RESILIENCE, WELL-BEING, AND QUALITY OF LIFE IN TARGET GROUPS.
4. NUMBER OF LEGISLATIVE OR PROGRAMMATIC POLICIES THAT THE OFFICE OF WELLNESS AND RESILIENCE INFORMED OR SUPPORTED ON TOPICS RELATED TO TRAUMA-INFORMED CARE, MENTAL HEALTH, WELLNESS AND RESILIENCE ISSUES ACROSS THE STATE.

TARGET GROUPS:

1. NUMBER OF STATE EMPLOYEES AND COUNTY EMPLOYEES.
2. NUMBER OF COMMUNITY PARTNERS.

PROGRAM ACTIVITIES:

1. NUMBER OF INTER-ORGANIZATIONAL AND/OR CROSS-AGENCY MEETINGS THE OFFICE OF WELLNESS AND RESILIENCE HOLDS MEETINGS WITH TO SUPPORT OR INFORM THEIR TRAUMA-INFORMED POLICIES OR PROGRAMS.
2. NUMBER OF TRAININGS OR WEBINARS CONDUCTED FOR STATE DEPARTMENTS, GOVERNMENT AGENCY PARTNERS, COMMUNITY PARTNERS, COUNTY PARTNERS, AND OTHER KEY STAKEHOLDERS.
3. NUMBER OF SPEAKING AND PUBLIC OUTREACH ENGAGEMENTS BY STAFF.