

## DEPARTMENT OF HUMAN SERVICES

<http://humanservices.hawaii.gov>

The Department of Human Services, established under section 26-14, HRS, and specifically provided for in chapter 346, HRS, is headed by the Director of Human Services. The Department's mission is to direct its resources toward protecting and helping those least able to care for themselves and to provide services designed toward achieving self-sufficiency for clients as quickly as possible. The Department is committed to maintaining a high level of quality, efficiency, and effectiveness in its services.

Departmental staff strives to provide timely, efficient, and effective programs, services, and benefits that empower clients. Doing so expands the clients' capacity for self-sufficiency, healthy choices, independence, self-determination, quality of life, and personal dignity.

### Administration

The Office of the Director has the primary responsibility for the daily operations of the Department of Human Services (DHS). The Director is appointed by the Governor and confirmed by the Senate, and is assisted by the Deputy Director.

Five Staff Offices support the DHS Administration, operating divisions, and attached agencies.

The Administrative Appeals Office (AAO) provides administrative due process hearings in contested cases for three departmental divisions; the Benefit Employment and Support Services Division, the Med-QUEST Division, and the Social Services Division. It has contracts with fifteen attorneys in private practice to conduct hearings through appointment by the Director under section 346-12, HRS. AAO receives approximately 1,500 administrative hearing requests and referrals annually and issues about 700 administrative hearing decisions each year. AAO also serves as the rules coordinator for the Department and reviews administrative proceedings for the adoption, modification, or repeal of departmental rules. AAO is also responsible for establishing a mediation process for the Department.

The Fiscal Management Office (FMO) provides staff assistance and advisory services for the administrative functions of fiscal management and housekeeping services. FMO formulates policies and procedures and administers the Department's central accounting, funds management, client and vendor payment, employee payroll, inventory management, contracting, purchasing, records management, office space allocation, and central mail distribution functions. FMO also provides consultative and technical advisory services in these functional areas.

The Management Services Office (MSO) provides budget, quality assurance, research, financial and program and management evaluation and assessment capabilities to enable the DHS to make rational decisions with respect to implementing public programs, setting program levels, and using human resources, materials, and equipment more effectively. MSO conducts studies, analyses, evaluations, and reviews to ensure regulatory compliance, achievement of stated goals and objectives, and effective and efficient use of departmental resources to ensure delivery of quality services to program clients.

The Office of Information Technology (OIT) is responsible for the overall administration, planning, direction, management, development, implementation, and maintenance of all information technology (IT) and information systems processing for the Department statewide. OIT provides project planning and management, business application systems development and maintenance, systems software and hardware management, telecommunications and network management and support, and technical training; and operates the Data Center including computing facilities management, data control, and technical help desk functions. OIT also oversees the administration of the dedicated DHS mainframe system complex and all hardware peripherals located at the Department of Accounting and General Services' Information and Communication Services Division (DAGS-ICSD), separate from the State's mainframe system. Additionally, OIT directs and coordinates all IT matters within and between DHS and other state, county, and federal agencies and commercial hardware and software vendors, including private consultants.

The Personnel Office oversees the personnel programs of the Department, including recruitment, examination and placement, position description, classification and pricing analysis, labor relations, civil rights, employee safety and relations, employee training and development, personnel transactions, and maintenance of personnel records.

### **Benefit, Employment, and Support Services Division**

The Benefit, Employment, and Support Services Division provides monthly benefits to assist eligible clients with such essentials as food, clothing, shelter, emergency assistance, child care, and work supports, as well as employment and training to help families attain self-sufficiency. Cash benefits are provided to individuals and families through such programs as: Temporary Assistance to Needy Families (TANF); Temporary Assistance to Other Needy Families (TAONF); General Assistance; Aid to the Aged, Blind, and Disabled; Low Income Home Energy Program; and Child Care Connection Hawaii. The Supplemental Nutrition Assistance Program (SNAP) helps to ensure that no one goes hungry. The First-To-Work; Employment and Training; and SEE (Supporting Employment Empowerment) Hawaii Work programs provide job readiness, job development, job placement, case management, and other supportive services to ensure that families on public welfare are adequately prepared to end dependency, as well as providing a variety of at-risk youth and family strengthening programs to prevent family dependence.

## **Med-QUEST Division**

The Med-QUEST Division administers the State's Medicaid program through which health care is provided to the low-income population. The Medicaid program is jointly financed by the State of Hawaii and the federal government. The Med-Quest Division develops and maintains working relationships with health plans, providers, federal and state authorities, community agencies, client advocacy groups, and others. Health care coverage is provided through either fee-for-service payments to health care providers or contracts with managed care health plans. The State's Children Health Insurance Program was established to expand health coverage to more children whose families may be working but do not earn enough to pay for health coverage for their children. The Med-Quest Division monitors services to ensure appropriate and quality care.

The Home and Community-Based Services program provides comprehensive home and community-based services to disabled adults and children to enable them to live in their homes or in the community as long as possible to prevent premature institutionalization.

## **Social Services Division**

The Social Services Division provides social services programs to ensure the health and safety of those least able to protect themselves from abuse and neglect. The Child Welfare Services (CWS) program provides services to ensure the safety and permanency of children in their own homes or, when necessary, in out-of-home placements. CWS is community-based and neighbor-focused with many partnerships and collaborations with the private and public sectors. Services are focused on empowering families and building upon family strengths. When children cannot safely return to the family, CWS proceeds with permanent placement through adoption, legal guardianship, or other substitute long-term care, including independent living. CWS also licenses foster families, boarding homes, group homes, and child-placing organizations.

The Adult Protective Services program provides crisis intervention, including investigation and emergency services, to dependent adults who are reported to be abused, neglected, or financially exploited by others or seriously endangered due to self-neglect.

## **Division of Vocational Rehabilitation**

The Division of Vocational Rehabilitation (DVR) administers programs that provide rehabilitation services to assist eligible persons with disabilities to secure employment and to lead full and independent lives. DVR offers vocational evaluation, planning, counseling, treatment, training, job placement, and follow-up services to persons with physical or mental disabilities to enable them to become employed. The economic benefits of the vocational rehabilitation programs include increased earnings and purchasing power, increased tax revenues, and decreased dependency on public assistance.

The Services to the Blind program, called Ho'opono, enables visually impaired adults to attain maximum vocational functional independence by providing varied services including vocational, counseling, assistive technology, and social and independent living skills training. Persons with visual impairment are also assisted in establishing and operating vending facilities.

The Disability Determination program determines eligibility for Social Security Disability Insurance and Supplemental Security Income benefits under the federal Social Security program.

## **ATTACHED FOR ADMINISTRATIVE PURPOSES**

### **Hawaii Interagency Council on Homelessness**

The Hawaii Interagency Council on Homelessness, established under section 346-381, HRS, is an advisory body exempt from section 26-34, HRS. Pursuant to section 346-382, HRS, the Council consists of the following members: (1) Governor's Coordinator on Homelessness, who serves as Chair; (2) Director of Human Services; (3) Administrator of the Homeless Programs Office of the Department of Human Services; (4) Director of Health; (5) Director of Labor and Industrial Relations; (6) Director of Public Safety; (7) Director of Business, Economic Development, and Tourism; (8) Chairperson of the Hawaiian Homes Commission; (9) Adjutant General; (10) Chairperson of the Board of Trustees of the Office of Hawaiian Affairs; (11) Attorney General; (12) Superintendent of Education; (13) two members of the House Representatives designated by the Speaker of the House of Representatives, of whom one is designated by the Speaker to serve as an alternate member on the Council to serve in the other member's absence; (14) two members of the Senate designated by the President of the Senate, of whom one is designated by the President of the Senate to serve as an alternate member on the Council to serve in the other member's absence; (15) a representative of the Hawaii Public Housing Authority; (16) the mayor of each county (17) a representative of the continuum of care programs in each county designated by the respective mayors; (18) a representative of the U.S. Department of Veterans Affairs who is requested to serve by the Governor; (19) a representative from the Office of Community Planning and Development, U.S. Department of Housing and Urban Development, who is requested to serve by the Governor; (20) a representative of a faith-based organization with interfaith relationships designated by the Governor; and (21) a representative of the business community designated by the Governor.

Among its duties, the Council serves as the statewide homelessness planning and policy development entity with broad representation from state and county government and the community; formulates, and advises the Governor on the implementation of, a unified ten-year statewide plan to address homelessness in all Hawaii counties; facilitates the acquisition of funding and resources for state and county homeless programs; recommends policy, regulatory, and statutory changes; and identifies resource strategies for the successful execution of the ten-year plan.

## **Hawaii Public Housing Authority**

The Hawaii Public Housing Authority (HPHA), established under section 356D-2, HRS, provides Hawaii residents with safe, decent, and affordable housing. HPHA focuses on providing housing and rental subsidies for low-income persons and families and ensuring that more homeless persons and families are served and transitioned into permanent housing. Housing programs include public housing and other subsidized housing, and rental subsidy and homeless assistance programs. The Authority is headed by a Board of Directors.

**Board.** The Board of Directors of HPHA, under section 356D-3, HRS, consists of eleven members, of whom nine are public members who are appointed to four-year terms by the Governor with the advice and consent of the Senate. Public members are appointed from each of the counties of Honolulu, Hawaii, Maui, and Kauai. At least one public member is directly assisted by the Authority under the federal low-rent public housing or federal Section 8 tenant-based housing assistance payments program while serving on the Board. One public member is an advocate for low-income or homeless persons. One public member is a person with a disability or an advocate for persons with disabilities. The Director of Human Services, or designee, and a representative of the Governor's Office are ex officio, voting members. The Board selects a Chairperson and Vice Chairperson from among its members. The Director of Human Services and the Governor's representative are ineligible to serve as Chairperson.

## **Office of Youth Services**

The Office of Youth Services (OYS), established under section 352D-4, HRS, provides services and programs for youth at risk under one umbrella agency in order to facilitate optimum service delivery; prevents delinquency; and reduces the incidence of recidivism among juveniles through the provision of prevention, rehabilitation, and treatment services. OYS is also responsible for program planning and development, intake/assessment, oversight, as well as consultation, technical assistance, and staff training relating to the delivery of services. Section 352-2.1, HRS, places the Hawaii youth correctional facilities within OYS to provide youth who are committed by the courts of the State with custody, rehabilitation, and institutional care and services to prepare for reentry into their communities and families.

## **Hawaii Juvenile Justice State Advisory Council**

The Hawaii Juvenile Justice State Advisory Council (JJSAC) is a Governor-appointed advisory group concerned about youth involved, or at risk of being involved, in the juvenile justice system. JJSAC advises the Governor, Legislature, and Office of Youth Services (OYS) on the formulation of policies to improve the overall effectiveness of the juvenile justice system and addresses juvenile justice issues. JJSAC oversees the implementation of the Juvenile Justice and Delinquency Prevention (JJDP) Act federal grant programs that are administered by the U.S. Department of Justice, Office of Juvenile Justice and Delinquency Prevention (OJJDP).

Congress recognized that the success of federal involvement in juvenile justice systems would rest on committed and knowledgeable individuals at the state and local levels who support and promote the goals of the JJDP Act of 1974,<sup>1</sup> amended as the JJDP Act of 2002.<sup>2</sup> Ultimately, the JJDP Act empowered states participating in the Formula Grant Program to establish volunteer, citizen-based advisory groups to oversee the implementation of the JJDP Act in their states. Section 29-13, HRS, provides that the Governor may accept "the provisions of any act of Congress making grants or allotments of federal-aid moneys available for expenditure in the State." Hawaii's JJSAC was established by Executive Order 91-2 and has statewide representation from each of the islands, the public and private sectors, and the youth demographic.

### **State Rehabilitation Council**

The State Rehabilitation Council, established under section 348-8, HRS, consists of twenty-one members who are appointed to three-year terms by the Governor with the advice and consent of the Senate and includes: (1) at least one representative of a parent training and information center; (2) at least one representative of the client assistance program; (3) at least one qualified vocational rehabilitation counselor with knowledge of and experience with vocational rehabilitation programs, who serves as an ex officio, nonvoting member if employed by the Vocational Rehabilitation Division of the Department; (4) at least one representative of community rehabilitation program service providers; (5) four representatives of business, industry, and labor; (6) representatives of disability advocacy groups representing a cross section of individuals with physical, cognitive, sensory, and mental disabilities and parents, family members, guardians, advocates, or authorized representatives of individuals with disabilities who have difficulty in representing themselves or are unable due to their disabilities to represent themselves; (7) current or former applicants for or recipients of vocational rehabilitation services; (8) at least one representative of the state educational agency responsible for the public education of students with disabilities; (9) at least one representative of the State Workforce Development Council; and (10) the Administrator of the Vocational Rehabilitation Division of the Department, who is an ex officio, nonvoting member. The Council includes at least one member from each county, and a majority of the members are persons who have disabilities and are not employed by the Vocational Rehabilitation Division of the Department. Council members elect a Chairperson from the membership.

### **State Commission on the Status of Women**

The State Commission on the Status of Women, established under section 367-2, HRS, consists of thirteen members as follows: (1) six ex officio, nonvoting members: the Superintendent of Education, President of the University of Hawaii, Director of Labor and Industrial Relations, Director of Human Resources Development, Director of Human Services, and Director of Health, or designees; and (2) seven voting members appointed to four-year terms by the Governor with the advice and consent of the Senate, of whom one member is from each of

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<sup>1</sup> See P.L. 93-415; 42 U.S.C. 5601 et seq.

<sup>2</sup> See P.L. 107-273, Div. C., Title II; 42 U.S.C. 5601 et seq.

the counties of Hawaii, Maui, and Kauai, and four members are from Oahu. Members are selected on the basis of their interests and knowledge in, and their ability to make contributions to, the solution of problems relating to the status of women. The Chairperson is elected annually from the seven appointed members. The Commission acts as a central clearinghouse and coordinating body for governmental and nongovernmental activities and information relating to the status of women and creates public awareness and understanding of the responsibilities, needs, potential, and contributions of women and their roles in a changing society. The Commission recommends legislative and administrative action on equal treatment and opportunities for women and encourages a long-range program of education of women in their political rights and responsibilities.

### **State Commission on Fatherhood**

The State Commission on Fatherhood is established under section 577E-2, HRS, and reflects the geographic and cultural diversity of the State. Pursuant to section 577E-3, HRS, the Commission consists of fifteen members as follows: (1) six ex officio: the Director of Human Services, Superintendent of Education, Director of Health, Attorney General, Director of Public Safety, and Executive Director of the Office of Youth Services, or designees; (2) eight voting members who are appointed by the Governor with the advice and consent of the Senate, of whom (A) two are appointed from a list of three nominees submitted by the President of the Senate, and two are appointed from a list of three nominees submitted by the Speaker of the House of Representatives; and (B) four are appointed by the Governor from the community; and (3) one voting member who is designated by the Hawaii Coalition for Dads. Of the appointed members, at least one is from each of the counties of Kauai, Maui, and Hawaii. All members serve four-year terms. The Chair and Vice Chair are selected annually from the nongovernmental members. The Commission serves in an advisory capacity to state agencies to promote healthy family relationships between parents and children and makes recommendations on programs, services, and contracts relating to children and families.

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