

DEPARTMENT OF HUMAN SERVICES

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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 encourage self-sufficiency and support the well-being of individuals, families and communities in Hawaii. The Department serves this mission through myriad programs and benefits with the ultimate vision of seeing the people of Hawaii thriving.

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.

Six staff offices support the DHS Administration, which includes the Governor's Coordinator on Homelessness, operating divisions, and attached agencies.

Governor's Coordinator on Homelessness. The Governor's Coordinator on Homelessness (GCH) oversees the direction and coordination of state policies to address homelessness, and serves as Chair of the Hawaii Interagency Council on Homelessness (HICH).¹ The Coordinator leads the development of Hawaii's ten-year strategic plan and framework to address homelessness, and works together with HICH to implement and monitor the plan. The Coordinator and HICH are also responsible for development and implementation of a public education program on homelessness in Hawaii, including the dissemination of data and best practices.

Administrative Appeals Office. The Administrative Appeals Office (AAO) provides administrative due process hearings in contested cases for all four department divisions: the Benefit, Employment and Support Services Division, Med-QUEST Division, Social Services Division, and Division of Vocational Rehabilitation. AAO hearing officers provide administrative decision-making in these cases.

Audit, Quality Control and Research Office. The Audit, Quality Control and Research Office (AQCRO) conducts financial audits, researches, studies, and reviews the Department's internal control systems and financial operations to comply with federal mandates and to safeguard the Department's assets.

Budget, Planning and Management Office. The Budget, Planning and Management Office (BPMO) coordinates and prepares the DHS budget, monitors expenditures, provides technical assistance and budget preparation and financial training to staff, translates the DHS

¹ See page 116.

mission and goals into operational goals and objectives, and works to promote and improve managerial policies and practices through reviews and evaluations.

Fiscal Management Office. 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.

Office of Information Technology. 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 Office of Enterprise Technology Services (ETS), 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.

Personnel Office. The Personnel Office (PERS) 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 (BESSD) 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 (GA); Aid to the Aged, Blind, and Disabled (AABD); Low Income Home Energy Program (LIHEAP); Child Care Connection Hawaii and Preschool Open Doors. 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 family strengthening programs to prevent family dependence.

Med-QUEST Division

The Med-QUEST Division (MQD) administers the State's Medicaid program through which health care is provided to the low-income population. The Medicaid program is jointly funded 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 payment to health care providers or contracts with managed care health plans. The State's Children Health Insurance Program (CHIP) 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.

Social Services Division

The Social Services Division (SSD) is committed to promoting the health, safety, and well-being of children and vulnerable adults throughout the State. The Division comprises two branches:

- The Adult Protective and Community Services Branch (APCSB), which works with communities and families to protect adults from exploitation and harm.
- The Child Welfare Services Branch (CWSB), which focuses on supporting families and communities to keep children safe from abuse and neglect.

Division of Vocational Rehabilitation

The Division of Vocational Rehabilitation (DVR) assists individuals with disabilities to achieve competitive employment and promote independence and self-advocacy through five main programs. DVR offers vocational evaluation, planning, counseling, treatment, training, job placement, and follow-up services to persons with physical or mental disabilities to assist them in obtaining employment.

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 DVR has a designated section to meet the needs of persons who are deaf or hard of hearing. This section provides advanced communication technology and career counseling for participants who are deaf or hard of hearing. Counselors in this section are fluent in American Sign Language, which is a critical component in providing culturally sensitive communication and collaborating services.

Transition services provide services to students and youth with disabilities who are transitioning from high school to employment or higher education. Ongoing collaboration with the Department of Education is essential to the success of the various transition programs and helping participants in developing self-advocacy skills.

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 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. HPHA 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.

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 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 Facility (HYCF) within OYS to provide youth who are committed by the courts with custody, rehabilitation, and institutional care and services to prepare for reentry into their communities and families.

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. The Commission acts as a central clearinghouse and coordinating body for governmental and nongovernmental activities and information relating to the status of women. It 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, established under section 577E-2, HRS, consists of fifteen members and reflects the geographic and cultural diversity of the State. 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.

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. The Council consists of twenty-nine members representing federal, state, and county governments, as well as continuum of care, faith-based, and business sectors, with the Governor's Coordinator on Homelessness serving as Chair. Among its duties, the Council serves as the statewide homelessness planning and policy development entity with broad representation from state and county governments 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 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).

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 (SRC), 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. The SRC 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 DVR. Council members elect a Chairperson from the membership.

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