

2019 ANNUAL REPORT & 2020 COVID-19 RESPONSE SUMMARY



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YEAR IN REVIEW



Aloha Donors & Community,

Every Annual Report represents an opportunity to reflect on the work we do, in partnership with many of you, to strengthen our island communities. While much has taken place since the end of the 2019 fiscal year, it is still relevant to pause and consider the progress we made together in 2019 and into 2020.

Your generosity in 2019 was even more significant than we could have known at the time, because it helped us to lay the foundation to quickly respond to the crises that have emerged in 2020. A UW was built for crises, and thanks to you, we are meeting our communities' needs in the present day.

Unlike previous reports, this edition will include both 2019 information as well as some additional facts about the current year to act as a thread tying both years together as we adapt to a "new normal."

In 2019, your partnerships allowed us to invest over \$18 million into the community and uplift:

- **324 local non-profits** working with families and individuals in crisis or need of food, education, housing stability, and financial sustainability
- **82,709 people** who received assistance from our statewide 2-1-1 information and referral helpline
- **10 partner agencies** working specifically to address barriers to economic advancement for Hawai'i's ALICE families — those households living above the Federal Poverty Level but below financial sustainability. We also distributed grants to Safety Net grantees to provide basic human needs and support to those experiencing crisis. You can read more about our United for ALICE work and Safety Net grantees in this report.

Since the pandemic arrived in Hawai'i, the call volume to the A UW 2-1-1 Helpline grew quickly and dramatically, up to 600% more calls per week. In response, we boosted staffing and expanded operation from five to seven days per week to try and meet the continuing demand, as we are often the first call for those seeking food, answers to health-related questions, and funding for rent, mortgage, and utilities.

The events of 2019 and 2020 have strengthened and enabled new partnerships with local and national government, non-profits, and business leaders, allowing us to co-create four assistance programs in 2020 which provide financial support to those most affected by COVID-19.

It cannot be said enough — Thank you! We cannot do this work without you. Your contributions to 2-1-1, Safety Net, ALICE, and Community Care are invested into vital programs that support our neighbors, co-workers, friends, and families. Advancing the health, education, financial stability and overall well-being of every person in our community remains a shared responsibility—and A UW continues to play an active role.

We don't know what the next chapter will look like for Hawai'i but we do know this. It is possible for our communities to emerge from this era more resilient and vibrant than ever. As A UW's new CEO, with long-standing roots in Hawai'i, I look forward to learning more about you and how we can work together to help keep our communities intact and shore up those places that need strengthening.

Mahalo,

John Fink
President & CEO



RIISING TO THE MOMENT

Aloha United Way is actively working to protect the health, safety, and well-being of our communities as Hawai'i confronts the effects of the COVID-19 pandemic. The following funds and programs were launched in 2020 as part of this effort.



IMMEDIATE RESPONSE

As the pandemic arrived in Hawai'i, we connected with new and existing partners to provide for those in immediate need.

- Expanded the 2-1-1 Resource Helpline from five to seven days per week and by an additional 5 hours per day. Increased staffing allowed AUW to respond to the 600% increase in weekly calls.
- Engaged our nonprofit partners to identify gaps in services and funding. Adjusted grantee agreements providing the ability to pivot for new community conditions.
- Launched the Hawai'i COVID-19 Response & Recovery Fund to swiftly raise nearly \$1.7 million and deploy flexible resources to support those affected by the coronavirus pandemic.
- Stood up the Aloha United Way COVID-19 Rent & Utility Assistance program, which has saved over 665 households from eviction, including nearly 2,200 adults and children.
- Began partnership with Department of Hawaiian Homelands to distribute rental assistance to Native Hawaiians who have experienced a loss in income due to the pandemic. To date, over \$360,000 has been distributed to 85 households benefitting more than 280 adults and children.



ONGOING SUPPORT & COLLECTIVE ACTION

As community conditions change, AUW has worked closely with government, nonprofit, business, and community leaders to align efforts and maximize impact.

- Distributed more than 8,500 face masks to the community through Partners in Care, six local non-profits and our partnerships with federal agencies including Corporation for National and Community Service (CNCS - AmeriCorps VISTA program) and Housing and Urban Development.
- Collaborated with City and County of Honolulu to provide financial support for rent, mortgage, childcare, eldercare, and utilities to 1,291 households benefitting more than 2,500 adults and children. This program is ongoing and is intended to distribute a total of \$5 million in Federal CARES Act funding through Aloha United Way. (As of September 30, 2020.)
- Convened 13 partner agencies and credit unions to distribute \$20 million in Federal CARES Act funding to support renters and homeowners across the state for the State of Hawai'i Rent Relief and Housing Assistance Program. Thousands of applications from Hawai'i residents were submitted to AUW and nearly \$5.2 million has been distributed (as of October 29, 2020.)
- Published the 2020 ALICE Report with a projection report from Hawai'i Data Collaborative (HDC) about the economic impact of COVID-19 on households of all income levels. HDC data showed that many ALICE families would be pushed into poverty, and those above the ALICE threshold were at risk of falling into the category. State unemployment benefits and CARES Act funds are keeping most of these families afloat for now.



CONTINUED SUPPORT AND ADAPTATION

As we navigate the ongoing complexities of the pandemic, we will continue to be there for our communities with an eye toward rebuilding a stronger and more resilient Hawai'i.

- Providing referrals to services via 2-1-1 Helpline and collaborating with the Hawai'i Data Collaborative on tracking community needs as they evolve.
- Revisiting and launching the next ALICE Grant cycle to specifically address new barriers and challenges faced by Hawai'i's ALICE populations in the wake of the pandemic.
- Strengthening relationships and continuing to align with community partners for collective action with maximum local impact.

In September 2018, Aloha United Way's Board of Directors approved a series of three-year grants, totaling more than \$4.6 million, to fund the ALICE initiative in 2019, 2020, and 2021.

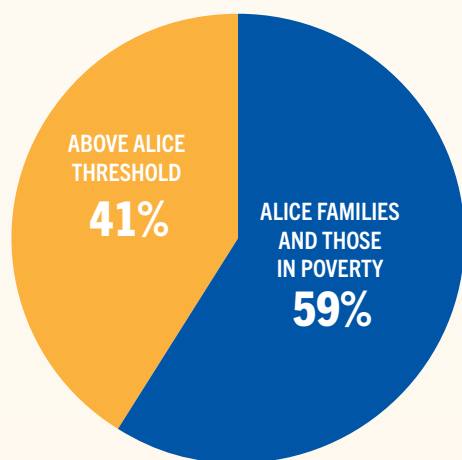
ALICE stands for Asset Limited, Income Constrained, Employed. ALICE are people who are working, doing everything they can to make ends meet, yet struggle to get by each month. ALICE funding is intended to effect systems-level change in order to support upward financial mobility for lower-income families and individuals in Hawai'i.

Key components of this initiative include program performance evaluation, shared metrics, capacity-building, and collaboration.

The three funding categories are:

- Increased earning potential and/or reduce household expenses
- Improved access to benefits and community resources
- Development of financial capability and "soft skills"

The ALICE Fund invests in nonprofit agencies developing and implementing impactful and scalable programs to help Oahu's ALICE population.



In 2020, AUW published a new ALICE Report with pre-COVID data, and partnered with the Hawai'i Data Collaborative (HDC) to estimate the potential impact of the COVID-19 pandemic on ALICE households. HDC modeling estimates that the percentage of ALICE and below households will increase to 59% from 42% pre-COVID-19.



268,531

ALICE AND BELOW HOUSEHOLDS BY 2021

According to the Hawai'i Data Collaborative's projections. Pre-COVID, Hawai'i had 190,390 ALICE and below households. This number is valid for the time of measurement (simulation), completed in June, 2020.

Below are highlights of the **10** partner agencies that were awarded three-year grants from the ALICE® Fund for 2019, 2020, and 2021.*

- 1 Council for Native Hawaiian Advancement, Increase Earning Potential Program**
Establishes an institute to serve as a pipeline to middle-skill careers that do not require post-secondary degrees.
- 2 Feed the Hunger Foundation, Asset Building Through Food Security**
Increases economic vitality and food security through loans and networks of support for food entrepreneurs.
- 3 Goodwill Industries of Hawaii, Inc., Careers Pathways Program**
Partners with UH community colleges and vocational training providers to support ALICE clients to access post-secondary education, job readiness training, financial literacy, job placement, job retention services, and tax assistance.
- 4 Hawai'i Children's Action Network / Hawaii Appleseed Center for Law and Economic Justice/PHOCUSED, ALICE Policy Hui**
A group of nonprofits developing a common advocacy and policy agenda to advance laws and policies that support ALICE interests.
- 5 Hawai'i HomeOwnership Center, Financial Capabilities and Soft Skills Pilot Program**
Offers financial literacy workshops and coaching sessions, including incentives to encourage money management skills.
- 6 Hawaiian Community Assets Inc., Financial Opportunity Centers**
Establishes centers in Honolulu and Wai'anae that provide bundled services to include financial coaching, career training, small business training, public benefits applications, tax preparation, match savings, and loans.
- 7 Honolulu Habitat for Humanity, Affordable HomeOwnership in Waimanālo**
Provides ongoing financial literacy support to partner families and leads volunteers to construct homes.
- 8 Kōkua Kalihi Valley Comprehensive Family Services, Strengthening Resilience of ALICE Elders and Caregivers in Kalihi**
Pilot tests a homegrown workforce development program to train ALICE clients from Kalihi as in-home care providers increasing both career and financial capability skills.
- 9 Parents and Children Together, Family and Economic Development Center**
Leads discourse in the community on upstream and downstream effects of poverty, and develops referral networks among employers to identify and meet needs most relevant to ALICE workers.
- 10 Waikiki Community Center, Senior Employment Project**
Partners with businesses to create an employment agency focused on job skills training and employment placement for age 50 and older.

*ALICE grantees used their 2020 funding to rapidly retool their efforts to meet immediate community needs that emerged as a result of the coronavirus pandemic. Examples of this: meal delivery services, employment resource services, virtual case management for families.

SAFETY NET GRANTEES

Each year, Aloha United Way provides Safety Net funding to agencies working to provide basic human needs and support people experiencing crisis. In 2019, into AUW invested \$1.5 million into 20 programs that are working in the following five areas of need:

1 Disaster/Crisis

Provides a broad range of assistance for individuals and families experiencing crisis with a goal of returning the household to stability. The category includes medical care, mental health services, substance abuse treatment, family violence services, and community disaster response.

2 Food

Provides access to food pantries, food banks, food delivery services and served meals programs.

3 Rent/Utility

Provides rent (or mortgage) and utility financial assistance. Agencies may pay rent, security deposit, mortgage, and utility expenses to landlords or providers on behalf of eligible clients.

4 Shelter

Provides housing and related support services including emergency, transitional, and permanent housing.

5 Two-year Grants

Supports startup or pilot programs; programs/services with a higher degree of complexity; initiatives with a greater number of stakeholders or partners; initiatives that require substantial time planning; and new programs that are projected to be financially self-sustaining after the initial two years.

Non-profit Partners

Aloha Harvest

Aloha Medical Mission

Catholic Charities Hawai'i

Child & Family Service

Domestic Violence Action Center

Gregory House Programs

Hale Kipa Inc.

Hawai'i Foodbank

Helping Hands Hawai'i

IHS, The Institute for Human Services, Inc.

Parents and Children Together (PACT)

Project Vision Hawai'i

St. Francis Healthcare Foundation of Hawai'i

Susannah Wesley Community Center

The Salvation Army Hawaiian & Pacific

Islands Division

United States Veterans Initiative - Hawai'i

Wai'anae District Comprehensive Health and Hospital Board, Inc

Waikiki Community Center

Waikiki Health

YWCA of Honolulu



Board of Directors 2019

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Hawai'i Director of Operations
UPS

Brian Bowers

President and CEO
Bowers + Kubota Consulting

Harris Chan

Area VP, Operations
Marriott International

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President and COO
Servco Pacific, Inc.

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COPE Director
Hawai'i State AFL-CIO

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Marketing Group
First Hawaiian Bank

Terri Fujii

Managing Partner
CW Associates, CPAs

Blenn Fujimoto

EVP, Small Business & Wealth Markets
Central Pacific Bank

AJ Halagao

VP of Marketing /
EVP
Hawaiian Electric /
HEI Charitable Foundation

Tracy Hayashi

President /
Assistant Business Manager
IBEW Local 1186

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EVP & CFO
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President & COO
HMSA

Andrew Sutton

Director, Strategic Accounts
CVS Health

Scott Viola

Construction Manager
Nordic PCL Construction, Inc.

Financial Summary

For the Years Ended December 31, 2019 and 2018

FUNDS RAISED

	2019	2018
Aloha United Way campaigns	\$ 8,487,799	\$ 9,687,241
Grants & fiscal agent ¹	6,305,349	5,655,537
Other income	2,678,748	444,821
Total Funds Raised	\$ 17,471,896	\$ 15,787,599

PROGRAMS & SUPPORT

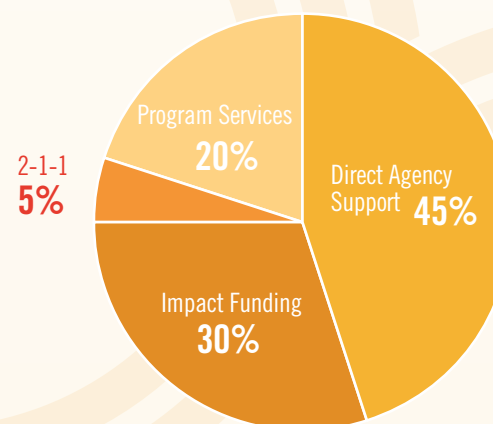
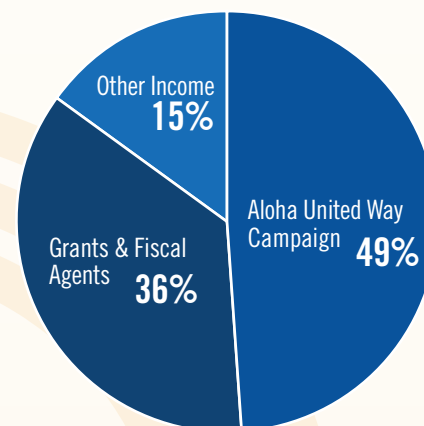
	2019	2018
Donor designations	\$ 3,777,218	\$ 4,117,121
Impact Area allocations	2,523,550	2,983,342
Program services ¹	8,120,593	6,563,942
Fundraising	2,133,779	1,650,723
Administration	1,194,628	1,287,258
Pledge loss & miscellaneous	470,932	606,706
Total Programs & Support	\$ 18,220,700	\$ 17,209,092

Note 1: In 2019, Aloha United Way, Inc. (AUW) was awarded three grants under the Continuum of Care (CoC), which is funded by the U.S. Department of Housing and Urban Development (HUD), including Permanent Supportive Housing, CoC Planning Activities, and Homeless Management Information System. Of the \$6,103,479 granted by HUD, approximately \$3,745,196 was expended and earned in 2019.

In 2018, Aloha United Way, Inc. (AUW) was awarded four grants under the Continuum of Care (CoC), which is funded by the U.S. Department of Housing and Urban Development (HUD), including Permanent Supportive Housing, CoC Planning Activities, Homeless Management Information System, and Coordinated Entry System. Of the \$5,894,777 granted by HUD, approximately \$1,753,115 and \$4,108,271 was expended and earned in 2019 and 2018, respectively.

Note 2: AUW's Form 990 and audited Financial Statements are available at AUW.org/financial-information.

Note 3: In 2020, AUW's chief administrative personnel are John Fink, President and CEO; Suzanne Skjold, COO; Norm Baker, COO and Interim President and CEO. In 2019, AUW's chief administrative personnel were Cindy Adams, President & CEO and Norm Baker, COO.



COLLECTIVE IMPACT

Aloha United Way supports more than 300 non-profit partner agencies and works closely with community leaders in public and private sectors to collaboratively tackle the most pressing issues facing our community. We humbly thank everyone who partners with Aloha United Way – whether through in-kind donations, volunteering and/or financial gifts – for your support and generosity in making Hawai'i better for everyone. Together, we make the greatest impact.

SPECIAL THANKS FOR GIFTS RECEIVED IN 2019

GRANTS, FOUNDATIONS & TRUSTS

Atherton Family Foundation
Anna B Lindemann Fund at the
Hawai'i Community Foundation
Bank of Hawaii Foundation
BOH: Seymour Terry Trust
Central Pacific Bank
Corporation for National and Community
Service (AmeriCorps VISTA)
Corinne M Tosaki Trust
CVS
Department of Human Services
The Emergency Food and Shelter National
Board Program
Ellen M. Koenig Memorial Fund at the
Hawai'i Community Foundation
Hawai'i Community Foundation
Housing and Urban Development
Ivena M. Ziegenhein Fund at the
at the Hawai'i Community Foundation
Kaiser Permanente
Marie Kohli Fund at the Hawai'i
Community Foundation
Minnie P Cuthbertson Fund at the
Hawai'i Community Foundation
Servco Foundation
Target Foundation
U.S. Veteran Affairs
William G. Irwin Charity Foundation

TOCQUEVILLE SOCIETY \$10,000 or more

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Chris and Melissa Benjamin
Rick Blangiardi
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Wesley K. Yamamoto
Paul & Lynda Yonamine
Kaulana and Joni Young
Donald & Iris Kim Foundation
The Shidler Family Foundation

COLLECTIVE IMPACT

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COLLECTIVE IMPACT

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COLLECTIVE IMPACT

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Cary Kondo

Kevin Kondo
Linda Krieger
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Dexter Kubota
Alexander and Alice Kufel
Eloise Kuni
Brian Kunioka
George Kuo
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David Kuriyama
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Jennifer Lam
Lance Lam
Cecile M. Lamar
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Kent R. Lau
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Vicki J. Lau
Michelle Lawson
Andrew and Donna Lee
Cathy Lee
Gregory Lee
Leland Lee
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Wenli Lin

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