



## *Helping Hands Hawai'i 2024 Annual Report*

50 Years of Empowering People  
Building Community, Changing Lives



# *A Message from Our CEO and Board Chair*

This year, Helping Hands Hawai'i marked a memorable milestone—our 50th anniversary of service to the people of Hawaii. What began in 1974 as a simple mission to connect those in need with resources has grown into a trusted and compassionate network of support for nearly 20,000 individuals annually.

Throughout our anniversary year, we had the privilege of celebrating not just our history, but the heart of our mission: the people we serve and the community that makes our work possible. In March, we welcomed donors and partners to a special reception at our Community Clearinghouse, where guests saw firsthand the tangible impact of their support. In October, we gathered at Washington Place for a memorable gala evening—honoring five decades of compassion, community, and commitment to empowering individuals on their path to a better tomorrow.

Behind the numbers in this Annual Report are stories of resilience and hope. We met the growing need for nutritional assistance, housing stability, and language access, and we expanded our outreach to better serve those in need. We launched our inaugural SNAP Outreach Fair, increased our Representative Payee services for individuals who cannot afford or do not have the support system to manage their benefits, and distributed tens of thousands of essential items through the Community Clearinghouse—all made possible through your generosity.

As we reflect on this milestone year, we do so with gratitude—for our dedicated staff and volunteers, our community and government partners, and our supporters who believe in our mission. Your commitment strengthens our ability to be there for Hawaii's most vulnerable, today and for generations to come.

With warm aloha,



*Susan Furuta*

President & CEO



*Summer Kaiawe*

Chair, Board of Directors

## *Mission*

Our mission is to provide critical social services to improve people's quality of life and empower them on their path to a better tomorrow.





## *Donor Open House*

In March 2024, we welcomed generous donors to an intimate open house, offering a behind-the-scenes look at our facilities and the impactful work we do. Mahalo to everyone who joined us and continues to support our mission.



## *50th Anniversary Pā'ina*

Helping Hands Hawai'i celebrated its 50th Anniversary in October 2024 with a Pā'ina Benefit Fundraiser at Washington Place, reflecting on five decades of service. With support from local leaders, generous donors, and renowned chefs, the evening honored the past while inspiring hope for the future.



# Board of Directors

## **Summer Kaiawe, Chair & Secretary**

*Watanabe Ing LLP, Partner*

## **Emmanuel Zibakalam, Vice Chair**

*Pacific Business Advocates LLC, Principal, Government Affairs & Public Private Partnerships*

## **Taylor Kiriara, Treasurer**

*Central Pacific Bank, Senior Vice President & Senior Commercial Banking Manager*

## DIRECTORS

### **Gregory Carlson**

*Kaiser Permanente, Executive Director,  
CDTS-Hawaii & MHS Service & Delivery*

### **Kahala Howser Pimentel**

*Hawaii Dental Service, Wellness & Events Manager*

### **Daniel Hughes**

*Allana Buick & Bers, Senior Construction Manager*

### **Travis Kikuchi**

*Central Pacific Bank, Senior Vice President &  
Director of Private Banking*

### **Drew Nagai**

*Noguchi & Associates, Agent*

### **Shawn Nakamoto**

*SUN Communications, President & Owner*

### **Rhodan-Matthew Orias**

*American Savings Bank, First Vice President,  
Business Relationship Team Leader*

### **Joseph Sam**

*University of Hawaii Professional Assembly,  
Associate Executive Director*

# Young Leaders Board

## **Ryan Mae Sweeney, President**

*President & Owner, Aster Marketing Hawaii*

## **Daven Heen, Vice-President**

*Physician Compensation Analyst, The Queen's Health Systems*

## **April Cheng, Secretary**

*Owner, TravelChic World*

## YL BOARD MEMBERS

### **Nick Bradley**

*Owner, Stargazers of Hawaii*

### **Maria Canoy**

*Vice President – Engagement Program Manager,  
Wealth and Business Marketing, Bank of Hawaii*

### **Jade Guess**

*Development and Communications Manager,  
Partners in Development Foundation*

### **Dr. Suma Metla**

*Owner, Three Little Ducks*

### **Melissa Miura**

*Founder, Miracle Agency and Operations  
Administrator, EARL Hawaii*

### **Nick Riopelle**

*Senior Account Manager  
Honolulu Star-Advertiser*

### **Hazel Unciano**

*Realtor, Coldwell Banker Realty*



# Financial Summary

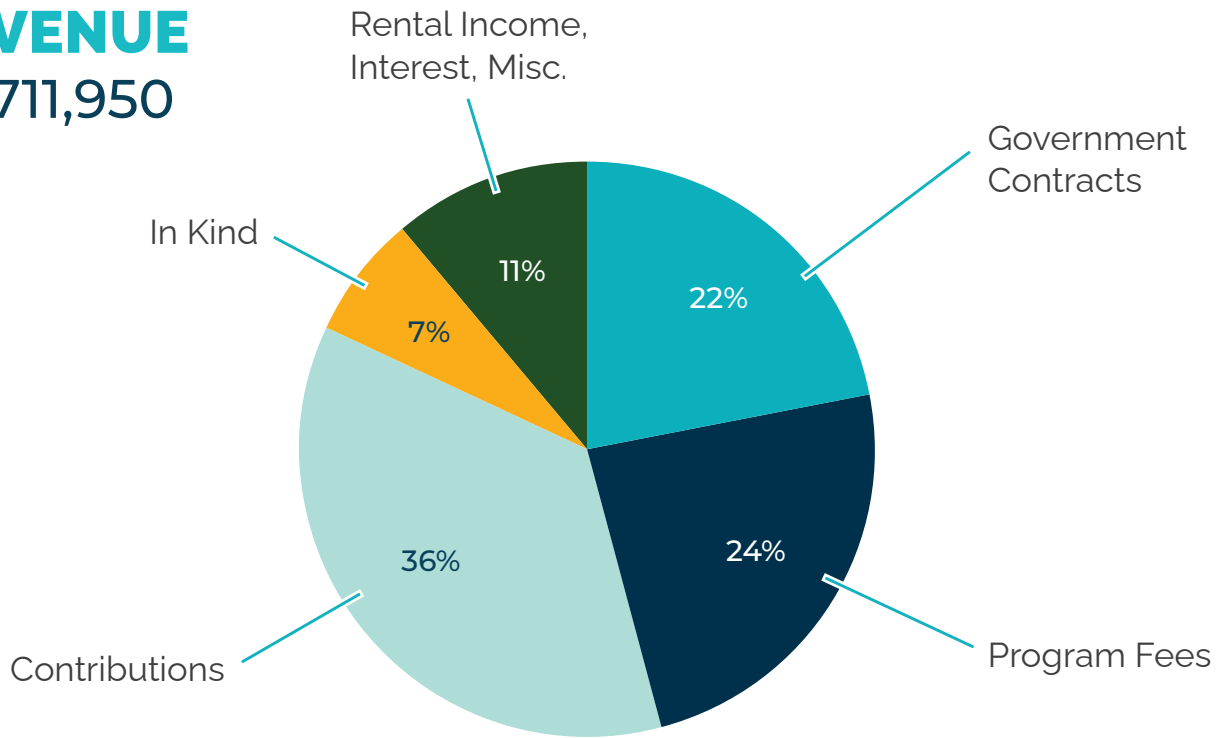
AUDITED

TOTAL END OF YEAR NET ASSETS:

\$4,587,172.14

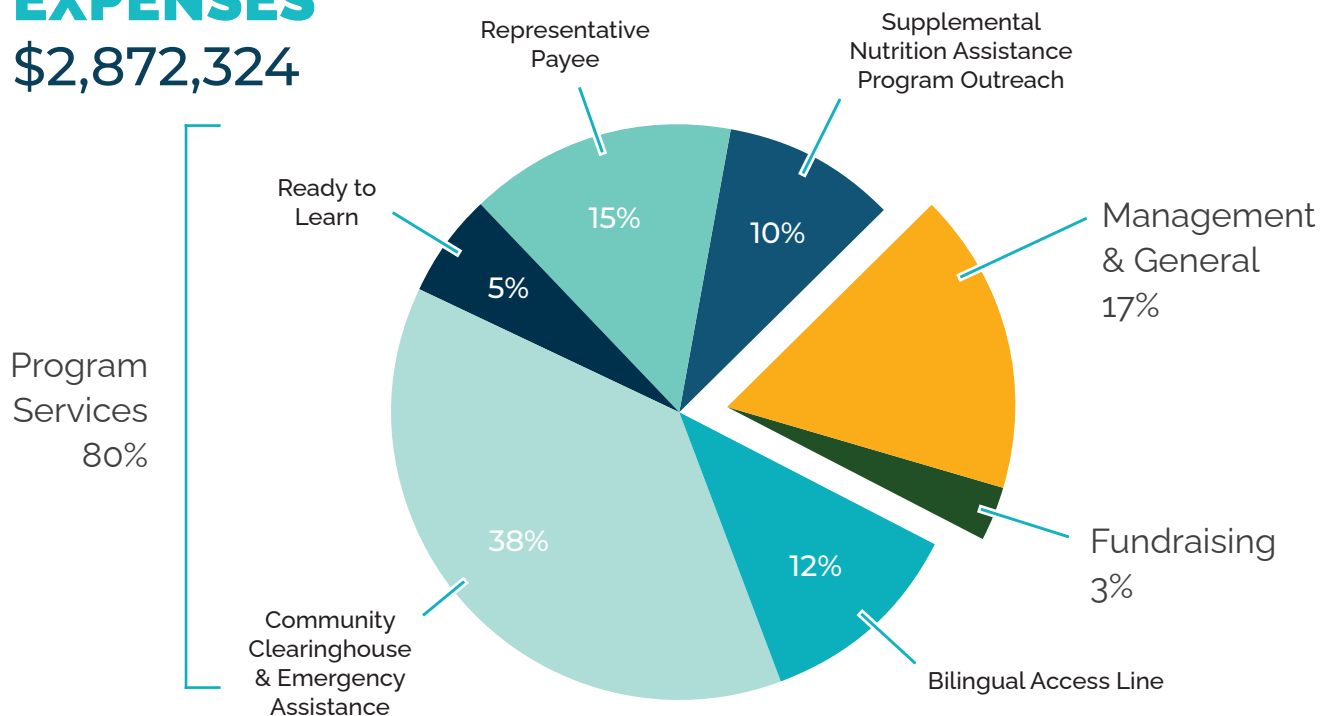
## REVENUE

\$2,711,950



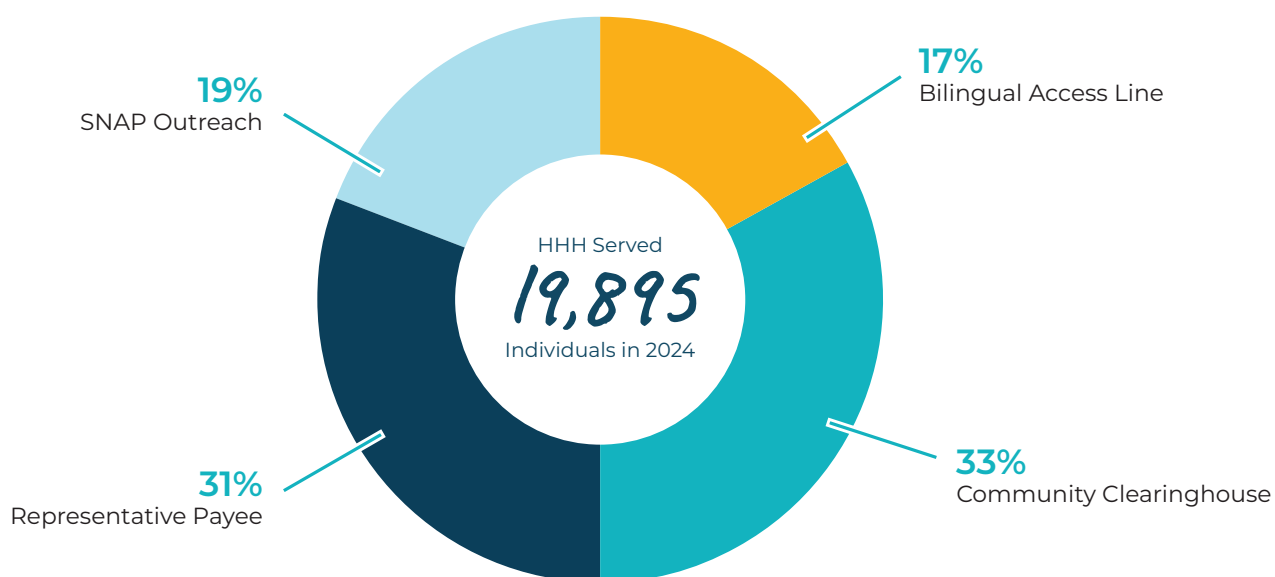
## EXPENSES

\$2,872,324



# Impact Overview

In 2024, Helping Hands Hawai'i (HHH) made a meaningful difference in the lives of 19,895 individuals across our core programs. The Bilingual Access Line (BAL) provided interpretation services to 3,312 individuals (17%), ensuring access to vital resources. Through the Community Clearinghouse (CCH), we supported 6,692 individuals (33%) with essential material assistance and financial relief. Our Representative Payee (RP) program helped 6,111 individuals (31%) maintain housing stability by managing financial responsibilities, while our Supplemental Nutrition Assistance Program (SNAP) Outreach increased food security for 3,780 individuals (19%).





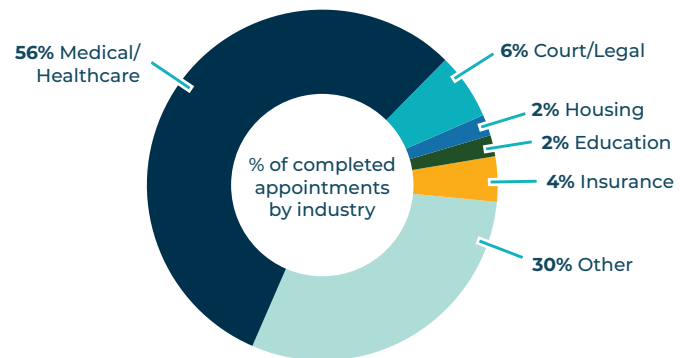
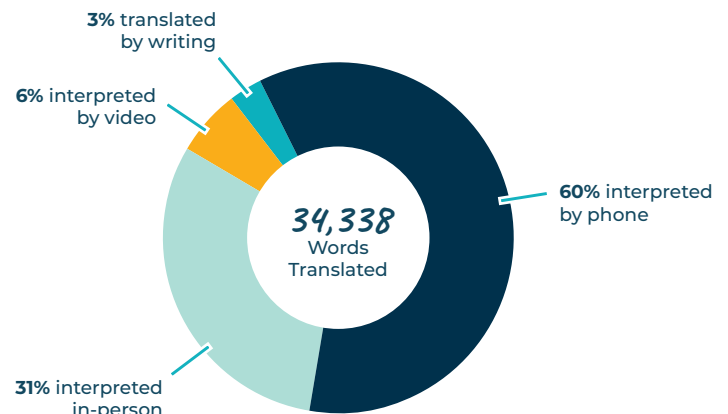


## Bilingual Access Line

Helping Hands Hawai'i continues to break down communication challenges and increase access to essential services through BAL. This year, 60% of our interpretation services were conducted over the phone, 31% in person, 6% via video, and 3% in writing. We translated a total of 34,338 words, supporting clients in critical industries such as healthcare (56%), legal services (6%), insurance (4%), housing (2%), and education (2%). The top requested languages included Mandarin, Chuukese, Vietnamese, Cantonese, and Korean.

## A HELPING HAND IN ACTION

A newly widowed senior found herself facing eviction after losing access to her late husband's pension. Struggling to navigate the legal system due to language challenges, she turned to BAL. Through our Tagalog interpreter, she was able to communicate with an attorney who immediately stepped in to help. They secured emergency housing, reinstated her pension, and guided her through the legal process to contest her eviction. With newfound stability, she's able to continue working to support herself and relies on BAL's services to confidently handle her medical and legal affairs while maintaining her independence.



### TOP 5 REQUESTED LANGUAGES

1. Mandarin
2. Chuukese
3. Vietnamese
4. Cantonese
5. Korean





## Community Clearinghouse

Through the Community Clearinghouse, we provided material assistance to 1,981 individuals, 939 households, saving families an estimated \$171,946—funds they can use toward rent, utilities, and other essential needs. For families already stretched thin, this relief can mean the difference between stability and crisis. A total of 39,471 donated items were distributed, providing families with access to clothing, household necessities, and hygiene products.

Additionally, CCH coordinated seasonal events: Ready to Learn and Adopt a Family. During the summer, 2,464 students from 950 households received school supplies, giving them the tools they needed to feel confident and prepared in the classroom. Struggling families had a brighter holiday season through our Adopt a Family event, which supported 2,064 individuals, 504 families, providing an estimated \$204,816 in financial relief.

We also distributed \$74,140 in direct financial aid to help families remain housed, a crucial intervention in a time when 60% of households we serve are burdened by rent or mortgage costs exceeding 30% of their income. These services provide more than material goods—they restore dignity, stability, and hope to those who need it most.



## LIVES TRANSFORMED

CCH

At just 13 years old, a young girl and her mother were homeless in Honolulu, struggling to get by. One day, she received a backpack full of school supplies from Helping Hands Hawai'i. It wasn't just about the pencils and notebooks—it was about feeling seen, valued, and supported during an uncertain time in her life. That simple act of kindness gave her hope and reminded her that her community cared. Now, years later, she is a mother herself and a local executive. Her mother, who once struggled alongside her, is also doing well. Though life has changed for her and her mom, she has never forgotten the kindness she received during her hardest times and how it helped shape her journey to success.

## IMPACT IN ACTION

A single mother of five, working tirelessly to keep her family afloat, found herself in need of holiday assistance for the second year in a row. Every dollar she earned went to rent, utilities, and food, leaving little room for anything extra. When she received holiday support from Helping Hands Hawai'i, she felt immense relief knowing her kids would have something to look forward to. With gratitude, she shared her hope of completing her education and finding a better-paying job so that one day, she could be on the giving end, helping other families just as her community had helped her.



1,981 / 939  
individuals / households

### RECEIVED MATERIAL ASSISTANCE

**\$171,946** estimated value of savings for families who received material assistance when they didn't have to buy items out-of-pocket

**39,471** donated items distributed to households



2,464 / 950  
individuals / households

### RECEIVED SCHOOL SUPPLIES

**5** community distribution events

**92%** of families report that supplies help alleviate some of their financial burden

**\$133,938** estimated value of savings for families who received school supplies assistance when they didn't have to buy items out-of-pocket

**68%** of children out of all individuals served by CCH activities



## MAKING A DIFFERENCE

We saw a growing need to help individuals re-entering society after incarceration. Many arrived at our warehouse from Oahu Community Correctional Center (OCCC) next door with only the clothing on their backs, and struggling without clean clothes, footwear, hygiene supplies, or food. Our team quickly adapted to provide essential items to help them take their first steps toward rebuilding their lives. It was humbling being able to support people at such a critical turning point in their lives.



2,064 / 504  
individuals / households

### RECEIVED HOLIDAY ASSISTANCE

**\$204,816** estimated value of savings for families who received holiday assistance when they didn't have to buy items out-of-pocket

**229** donors participated in AAF

**82%** of households reported uplifted spirits, increased motivation or other positive indicators



170 / 43  
individuals / households

### RECEIVED SERVICES THAT HELPED THEM TO REMAIN HOUSED

**13** individuals received financial literacy training

**\$74,140** total financial assistance distributed to families

**60%** of households served spending more than 30% of their income towards rent/mortgage





## Representative Payee

Our Representative Payee program ensured financial stability for 509 individuals each month, including 335 who received free services in 2024 (valued at \$17,420) because of paused or reduction in monthly benefits or ineligibility for Ohana Health Plan Community Care Services. We processed 30,900 checks to ensure monthly rent, utilities, medical, and other living expenses are paid timely. We assisted clients with managing their finances, including working with vendors to negotiate payment plans and pursuing their savings goals. We worked closely with clients to navigate the Social Security Administration's complex regulations and processes. Among those we served, 31% were seniors over 65.

### A STORY OF HOPE

For years, a long-term client struggled with managing his finances due to cognitive disabilities. Excited about moving into his own apartment, he attempted to handle his Social Security reporting alone. However, he missed critical details—like notifying Social Security of his new landlord's address—leading to confusion and late payments. Overwhelmed, he turned to Helping Hands Hawai'i's Representative Payee program. With our assistance, he was able to get back on track, ensuring his rent was paid on time. He shared, "They take care of the most dangerous part of my life—my money. They protect me from my overspending."

509

# of individuals per month who received RP services

335

# of individuals who received free RP services in 2024

\$17,420

Value of free services provided to individuals in 2024

30,900

# of checks disbursed for clients

31%

% individuals served are seniors (65 and older)





SNAP

## Supplemental Nutrition Assistance Program (SNAP) Outreach

Food insecurity is growing at an alarming rate. As a result, our SNAP Outreach expanded significantly, serving 3,091 households—a 75.5% increase from the previous year. We also hosted our inaugural SNAP Outreach Fair at our Kalihi property, bringing together SNAP Nutrition Education and Social Security Administration representatives to connect directly with the community. To ensure access to much-needed nutritional assistance, we provided support to 472 Compact of Free Association (COFA) migrants, 219 seniors, and 258 individuals with mobility limitations, marking a 66% increase compared to 2023. Through 182 outreach events, we connected with 1,515 individuals, spending more than 444 hours in direct engagement. We also facilitated 653 SNAP applications and recertifications, further securing food access for our community.



**46.9%** increase of individuals served from 2023 to 2024

SNAP

**472** individuals who were Compacts of Free Association (COFA) migrants

*Due to the loosening of eligibility requirements, this additional support for the COFA community helped thousands of individuals throughout the state who did not have nutritional assistance.*

**219** individuals over 65 years old

*An April 2024 article by the National Council on Aging reported that SNAP benefits are underutilized in low-income older adults. With supportive education provided by HHH's mobile outreach team, more seniors achieved food security.*

**258**

disabled individuals, a 33.3% increase from 2023

**1,515**

people served while at outreach events

**444.5**

hours staff spent at outreach events

**182**

outreach events attended

**40%**

of total individuals served at outreach events

(vs. other in office, at home, phone, etc.)

**653**

SNAP applications and recertifications submitted to DHS





## Volunteer & Leadership Impact

Helping Hands Hawai'i's impact is made possible by the dedication of our volunteers and leadership. This year, 638 volunteers generously contributed a total of 3,128.96 hours, providing an estimated value of \$111,078.08 in service. Our leadership team also expanded, welcoming three new members to both our Board of Directors and Young Leaders Board, strengthening our commitment to serving the community.

Our volunteers play a vital role in our delivery of services allowing us to increase support to our community last year. Volunteers have participated in various activities, including school supply and holiday distribution events, following up and scheduling appointments with clients for services, joining us at the Visitor Industry Charity Walk, restocking household inventory, and packing school supplies.

638  
VOLUNTEERS

3,128.96  
VOLUNTEER  
HOURS

\$111,078.08  
VALUE OF  
VOLUNTEER  
HOURS

3  
NEW MEMBERS  
OF BOARD  
OF DIRECTORS

3  
NEW MEMBERS  
OF YOUNG  
LEADERS BOARD

Helping Hands Hawai'i  
Community Clearinghouse  
(808) 440-3800 | helpinghandshawaii.org







## *Ways to Support Helping Hands Hawai'i*

### MAKE A GIFT

Your donation directly impacts lives. Whether through a one-time or recurring contribution, every dollar helps provide essential services. Visit [helpinghandshawaii.org/donate](https://helpinghandshawaii.org/donate) to give online or mail a check to:

**Helping Hands Hawai'i**  
MSC 61568  
P.O. Box 1300  
Honolulu, HI 96807

### EMPLOYER MATCHING

Many employers offer matching-gift programs that can double or even triple the impact of your donation. Check with your employer to see how you can maximize your contribution.

### SHARE YOUR TALENTS

Volunteering your time and skills can create meaningful change in the lives of those we serve. Some employers offer benefits such as paid time off for volunteering or matching your volunteer hours with a monetary donation. Check with your employer to see how you can maximize your impact while giving back to the community.

### PLANNED GIVING

Ensure a lasting impact by incorporating Helping Hands Hawai'i into your estate plans. Gifts from donor-advised funds, retirement accounts, or wills can provide long-term support for those in need. Consult with your financial advisor to explore your options.





## Mahalo Nui!

Helping Hands Hawai'i remains committed to fostering a compassionate community. Through your generosity, we are able to provide life-changing support to thousands of individuals and families. Together, we are building a future where everyone has the opportunity to thrive.

As we celebrated our 50th anniversary in 2024, we were reminded that this legacy of service is only possible because of you, and we look forward to the next 50 years and beyond with hope, determination and gratitude.

Thank you for being part of our mission.

