

Center for Independent Living Provider Activity Report

Provider	Aloha Independent Living Hawaii
Contract Number	DHS-25-VR-0016

Date of Submission	February 10, 2026
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Report Period	January 1, 2026	t o	March 31, 2026
	(Month/Day/Year)		(Month/Day/Year)

Report Type	
Quarterly	x
Annual	

Geographical Area Served	
Honolulu	
Hawaii Island	x
Kauai	x
Maui, Molokai, Lanai	x
Rural Oahu	x
Statewide	

*Required by RSA/DVR Contract

*Section A – Number of Consumers Served During the Reporting Period

Include Consumer Service Records (CSRs) for all consumers served during the period.	# of CSRs Part B	# of CSRs Part C
(1) Enter the number of active CSRs carried over from the preceding reporting period <i>into this reporting period.</i>	76	68
(2) Enter the number of CSRs started during the reporting period	22	19
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	98	87

*Percentage of Consumers Served Per Geographical Area During the Reporting Period

Include Consumer Service Records (CSRs) for all consumers served in each county during the period.	% of CSRs Part B	% of CSRs Part C
(1) Hawaii Island	54	62
(2) Kauai	10	0
(3) Maui, Molokai, Lanai	18	23

(4) Oahu	18	15
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Section B – Number of CSRs Closed during the Reporting Period

Include the number of consumer records closed out of the active CSR files during the reporting period because the individual has:	# of CSRs Part B	# of CSRs Part C
(1) Moved	1	1
(2) Withdrawn	3	3
(3) Died	0	0
(4) Completed all goals set	10	9
(5) Other	8	2
(6) Add lines (1) + (2) + (3) + (4) +(5) to get total CSRs closed	22	15

Section C – Number of CSRs Active in the Reporting Period

Indicate the number of CSRs active during the reporting period.	# of CSRs Part B	# of CSRs Part C
Section A(3) <minus> Section B(6) = Section C	76	72

Section D – IL Plans and Waivers

Indicate the number of consumers in each category below during the reporting period.	# of Consumers Part B	# of Consumers Part C
(1) Number of consumers who signed a waiver	2	2
(2) Number of consumers with whom an IL Plan was developed	96	85
(3) Total number of consumers served during the reporting period	98	87

Section E – Age

Indicate the number of consumers in each category below during the reporting period.	# of Consumers Part B	# of Consumers Part C
(1) Under 5 years old	0	0
(2) Ages 5 – 19	2	1
(3) Ages 20 – 24	3	3
(4) Ages 25 – 59	39	34
(5) Age 60 and Older	54	49
(6) Age unavailable	0	0

Section F – Sex

Indicate the number of consumers in each category below during the reporting period.	# of Consumers PART B	# of Consumers PART C
(1) Number of Females Served	68	60
(2) Number of Males Served	30	27
(3) Chose not to Self-Identify	0	0

Section G – Race and Ethnicity

Indicate the number of consumers served in each category below. Individuals MUST select only one category.	# of Consumers Part B	# of Consumers Part C
(1) American Indian or Alaska Native	1	1
(2) Asian	12	11
(3) Black or African American	1	0
(4) Native Hawaiian or Other Pacific Islander	23	20
(5) White	41	36
(6) Hispanic/Latino of any race or Hispanic/Latino only	4	4
(7) Two or more races	16	15
(8) Race and ethnicity unknown	0	0

***Section H – Disability**

Indicate the number of consumers in each category below:	# of Consumers Part B	# of Consumers Part C
(1) Cognitive	7	6
(2) Mental/Emotional	11	10
(3) Physical	54	47
(4) Hearing	2	2
(5) Vision	9	7
(6) Multiple Disabilities	15	15
(7) Other	0	0

Individual Services and Achievements

*Section A – Individual Services and Achievements

Indicate how many consumers requested and received the following IL services for the reporting period. <i>More than one choice can be made if more than one service was provided.</i>	Requested Services Part B	Requested Services Part C	Received Services Part B	Received Services Part C
(A) Advocacy/Legal Services	17	15	1	0
(B) Assistive Technology	3	2	0	0
(C) Children’s Services	0	0	0	0
(D) Communication Services	1	1	0	0
(E) Counseling and Related Services	0	0	0	0
(F) Family Services	0	0	0	0
(G) Housing, Home Modifications, and Shelter Services	19	17	3	3
(H) IL Skills Training and Life Skills Training	23	23	3	3
(I) Information and Referral Services	0	0	0	0
(J) Mental Restoration Services	0	0	0	0
(K) Mobility Training	0	0	0	0
(L) Peer Counseling Services	29	24	13	11
(M) Personal Assistance Services	4	3	1	0
(N) Physical Restoration Services	1	1	1	1
(O) Preventive Services	0	1	0	0
(P) Prostheses, Orthotics, and Other Appliances	0	0	0	0
(Q) Recreational Services	22	19	11	10
(R) Rehabilitation Technology Services	1	1	0	0

Indicate how many consumers requested and received the following IL services for the reporting period. <i>More than one choice can be made if more than one service was provided.</i>	Requested Services Part B	Requested Services Part C	Received Services Part B	Received Services Part C
(S) Therapeutic Treatment	0	0	0	0
(T) Transportation Services	44	44	15	14
(U) Youth/Transition Services	0	0	0	0
(V) Vocational Services	6	3	0	0
(W) Other Services	2	2	1	1

***Section B – Increased Independence and Community Integration**

Item 1 – Goals Related to Increased Independence in a Significant Life Area

Indicate the number of consumers who set goals related to the following significant life areas, the number whose goals are still in progress, and the number who achieved their goals as a result of the provision of IL services during the reporting period.	Set Part B	Set Part C	Achieved Part B	Achieved Part C	In Progress Part B	In Progress Part C
(A) Self-Advocacy/Self-Empowerment	49	40	13	6	32	30
(B) Communication	0	0	0	0	0	0
(C) Mobility/Transportation	41	41	15	15	23	23
(D) Community-Based Living	22	21	5	4	13	13
(E) Educational	2	1	0	0	2	1
(F) Vocational	6	4	1	1	4	3
(G) Self-care	19	18	6	4	12	13
(H) Information Access/Technology	8	5	3	3	4	1
(I) Personal Resource Management	6	5	0	0	5	4

Indicate the number of consumers who set goals related to the following significant life areas, the number whose goals are still in progress, and the number who achieved their goals as a result of the provision of IL services during the reporting period.	Set Part B	Set Part C	Achieved Part B	Achieved Part C	In Progress Part B	In Progress Part C
(J) Relocation from a Nursing Home or Institution to Community-Based Living	0	0	0	0	0	0
(K) Community/Social Participation	33	25	3	2	29	22
(L) Other	0	0	0	0	0	0

Item 2 – Improved Access To Transportation, Health Care and Assistive Technology

(A) Transportation, Health Care and Assistive Technology

In column one, indicate the number of consumers who required access to previously unavailable transportation, health care services, or assistive technology during the reporting period. Of the consumers listed in column one, indicate in column two, the number of consumers who, as a result of the provision of IL services (including the four core services), achieved access to previously unavailable transportation, health care services, or assistive technology during the reporting period. In column three, list the number of consumers whose access to transportation, health care services or assistive technology is still in progress at the end of the reporting period.

Areas	# of Consumers Requiring Access Part B/Part C		# of Consumers Achieving Access Part B/Part C		# of Consumers Whose Access is in Progress Part B/Part C	
(A) Transportation	36	35	16	15	20	20
(B) Health Care Services	6	4	5	4	1	0
(C) Assistive Technology	2	2	1	1	1	1

(B) Information & Referral (I&R) Information

For most IL services, a consumer’s access to previously unavailable transportation, health care and assistive technology is documented through his or her CSR. In some instances, consumers

may achieve an outcome solely through information and referral (I&R) services. To document these instances as successful outcomes, providers are not required to create CSRs for these consumers but must be able to document that follow-up contacts with these consumers showed access to previously unavailable transportation, health care and assistive technology.

Please indicate how many I&R follow-up contacts regarding access to transportation, health care services or assistive technology were engaged in during the reporting period.	# of Consumers Part B	# of Consumers Part C
(A) Transportation	16	15
(B) Health Care Services	5	4
(C) Assistive Technology	1	1

***(C) Additional Information Concerning Individual Services or Achievements.**

Please provide a brief narrative description or explanation concerning individual services or achievements reported, including outstanding success stories and/or major obstacles/challenges encountered during the reporting period.

During this reporting period, consumers faced significant barriers related to housing instability, disaster recovery, complex insurance systems, communication limitations, and rising costs of living, yet many were able to achieve meaningful gains in independence with individualized support. Staff focused on advocacy, systems navigation, and coordination community partnerships to help consumers maintain or retain stable housing, secure essential services, and reduce financial stress while managing disability-related needs.

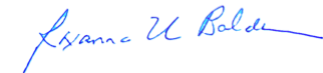
Several consumers experienced acute housing crises that threatened their ability to live safely and independently. One older adult with a disability learned that the home she was living in would be sold, placing her at immediate risk of losing stable housing; staff assisted with housing searches, applications, and advocacy until she successfully secured a new home that met her needs. Another consumer, displaced by the Lahaina fires and at risk of homelessness after temporary family housing ended, was supported through intensive coordination with partner agencies to obtain a permanent unit, several months of paid rent, and basic furnishing, restoring both stability and a sense of security. In addition, a blind parent seeking long-term, affordable housing for himself and his child received ongoing support with applications, communication with housing providers, and waitlist follow-up, ultimately being approved for an apartment that will provide stable housing starting in June.

Financial and systems-navigation challenges also emerged as major obstacles for consumers whose disabilities made it difficult to manage complex benefits and service changes. One consumer with a significant physical disability faced losing essential chore services when his insurance plan changed; staff helped him review options, apply for a more appropriate plan, and advocate for coverage so he could maintain in-home support and continue living safely and independently. Another consumer living with advanced cancer sought help to reduce his monthly expenses so he could focus on his health; through housing vouchers, reinstated

nutrition benefits, and energy assistance, staff worked with him and his caregiver to substantially lower his cost of living, allowing him to concentrate on treatment rather than financial crisis.

Consumers recovering from stroke and other conditions that affect communication encountered particular difficulty navigating insurance and disaster-related claims processes. One consumer with significant speech limitations needed to file his first-ever homeowner's insurance claim; staff gathered documentation, communicated with the insurer on his behalf, and provided step-by-step guidance so he could complete a process that would otherwise have been overwhelming and anxiety-provoking. Another consumer, also a stroke survivor, experienced repeated storm-related damage to his home, including serious flooding after a major weather event; staff helped him file multiple insurance and flood claims, document damages, and submit formal letters to responsible entities, enabling him to access needed repairs and assert his rights despite communication challenges.

Across these stories, the most notable achievements involved helping consumers move from crisis and instability toward safety, choice, and control over their own lives. Through persistent advocacy, coordinated partnerships, and careful attention to each person's disability-related needs, staff supported consumers in securing permanent housing after displacement, maintaining critical in-home services, reducing financial strain during serious illness, and successfully navigating complex bureaucratic systems. These outcomes underscore the ongoing need for intensive, person-centered independent living services, especially when consumers are facing simultaneous health, financial, and environmental challenges.



Signature

4/6/2026

Date