

Center for Independent Living Provider Activity Report

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

Date of Submission	July 2, 2026
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Report Period	April 1, 2026	t o	June 30, 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>	70	20
(2) Enter the number of CSRs started during the reporting period	10	12
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	80	32

*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	42	26
(2) Kauai	11	0
(3) Maui, Molokai, Lanai	16	6

(4) Oahu	11	0
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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	0	0
(2) Withdrawn	3	1
(3) Died	0	0
(4) Completed all goals set	3	1
(5) Other	6	0
(6) Add lines (1) + (2) + (3) + (4) +(5) to get total CSRs closed	12	2

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	68	30

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	3
(2) Number of consumers with whom an IL Plan was developed	78	29
(3) Total number of consumers served during the reporting period	80	32

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	4
(3) Ages 20 – 24	3	0
(4) Ages 25 – 59	29	10
(5) Age 60 and Older	46	18
(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	55	17
(2) Number of Males Served	25	15
(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	11	1
(3) Black or African American	2	0
(4) Native Hawaiian or Other Pacific Islander	15	12
(5) White	35	13
(6) Hispanic/Latino of any race or Hispanic/Latino only	3	1
(7) Two or more races	13	3
(8) Race and ethnicity unknown	0	1

***Section H – Disability**

	# of Consumers Part B	# of Consumers Part C
Indicate the number of consumers in each category below:		
(1) Cognitive	6	2
(2) Mental/Emotional	8	4
(3) Physical	44	12
(4) Hearing	2	1
(5) Vision	7	3
(6) Multiple Disabilities	13	10
(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	14	9	2	0
(B) Assistive Technology	3	1	0	0
(C) Children's Services	0	1	0	0
(D) Communication Services	0	0	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	16	9	3	0
(H) IL Skills Training and Life Skills Training	17	3	1	0
(I) Information and Referral Services	0	5	0	4
(J) Mental Restoration Services	0	0	0	0
(K) Mobility Training	0	0	0	0
(L) Peer Counseling Services	25	5	7	2
(M) Personal Assistance Services	5	0	3	0
(N) Physical Restoration Services	1	1	1	0
(O) Preventive Services	1	0	0	0
(P) Prostheses, Orthotics, and Other Appliances	1	0	0	0
(Q) Recreational Services	19	5	8	2
(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	35	18	8	4
(U) Youth/Transition Services	0	2	0	0
(V) Vocational Services	7	0	0	0
(W) Other Services	2	1	0	0

***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	35	4	5	0	28	4
(B) Communication	0	0	0	0	0	0
(C) Mobility/Transportation	33	20	8	4	20	16
(D) Community-Based Living	17	8	2	0	15	8
(E) Educational	2	3	0	0	2	3
(F) Vocational	5	0	1	0	3	0
(G) Self-care	13	3	3	0	9	2
(H) Information Access/Technology	6	3	0	3	5	0
(I) Personal Resource Management	9	2	4	0	5	2

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	1	0	0	0	1	0
(K) Community/Social Participation	29	12	2	1	26	11
(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	24	21	9	5	15	16
(B) Health Care Services	2	1	1	4	1	1
(C) Assistive Technology	1	2	0	0	1	0

(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	24	21
(B) Health Care Services	2	1
(C) Assistive Technology	1	2

***(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.

This quarter, Aloha Independent Living Hawai'i (AILH) delivered independent living services across all islands, producing outcomes in employment, benefits advocacy, and healthcare access that meaningfully changed consumers' lives. Three achievements stand out.

Returning to meaningful employment (Maui). A 52-year-old man who is blind came to AILH seeking work that fit his abilities after stepping away from the workforce due to progressive vision loss. He had faced repeated setbacks: some employers, on learning of his disability, decided against moving forward. AILH provided hands-on employment support — identifying opportunities matched to his interests and functional abilities, preparing him for interviews, coaching him to disclose his disability in a way that emphasized his strengths and accommodation needs, and advocating directly with employers for reasonable accommodations. Through these efforts, he secured a part-time warehouse position with an employer willing to provide training and workplace accommodations. The job has restored his independence, confidence, and sense of purpose, and his experience underscores the impact of advocacy in opening employment doors for people with disabilities.

Unlocking access to life-sustaining medication (Hawai'i Island). A 67-year-old man with lung and kidney cancer, originally from the Federated States of Micronesia, came to AILH needing a Hawai'i State ID — the document standing between him and a specific cancer medication. Unfamiliar with Hawai'i's requirements, he needed guidance and support navigating the process. AILH gave him a clear list of required documents, printed and prepared his application, and accompanied him to the licensing office once his paperwork was complete. He received his State ID, and with it, access to his treatment. In his own words: "now I can get the medication that I need." The story reflects AILH's role in helping Micronesian consumers navigate unfamiliar systems where a single administrative barrier can carry serious health

consequences.

Winning coverage during a medical crisis (Kaua'i). A 77-year-old woman with multiple sclerosis and dementia faced two hospitalizations within three months and urgently needed additional coverage to pair with her Medicare. AILH helped her secure Medicaid ("MedQUEST") long-term care approval and successfully appealed a Medicare denial, overturning it so she could receive needed physical and occupational therapy. She now holds dual coverage that supports long-term care and a safe eventual return home with services in place — protecting her from unnecessary institutionalization. The outcome demonstrates AILH's capacity to navigate complex benefits systems and advocate effectively on a consumer's behalf during a genuine crisis.

Challenges encountered. These successes came against persistent barriers. Rural and geographic isolation continued to limit healthcare access, particularly transportation for consumers without Medicaid on the Big Island, where public transit is not a viable option. A statewide shortage of skilled caregivers and CNAs threatened safe hospital discharges, leaving consumers awaiting home-based services even after coverage was approved. Language barriers slowed benefits access for consumers whose first language is not English, and insurance denials, long Section 8 and senior-housing waitlists, and disaster-recovery demands on Moloka'i required sustained staff advocacy throughout the quarter.



Signature

7/3/2026

Date