

# 2024 Annual Report of Program Data

## Hale Mālama



### 1. Program or Unit Mission

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**Hale Mālama** is dedicated to the health, safety, overall well-being, and quality of life for all students at Kaua'i Community College by providing holistic services and fostering empowerment and resilience. We believe students who are able to uncover their voice, discover their purpose, and recover their individual truth will not only take their place in society as strong and resilient individuals but will also have the academic passion to create positive change.

**Program Description:** Hale Mālama was formulated with the goal of providing integrated, holistic student support services through a case-based management support system that aligns with “Achieving the Dream” objectives as part of the Title III Kahua Paepae Grant (10/1/2019-9/30/2024). Hale Mālama has expanded its services to students through holistic, wellness-centered initiatives in mental health, human needs, and non-clinical case management.

Campus **mental health** services are available and free to actively enrolled KauCC students or UH students who physically live on Kaua'i and are connected with KauCC campus services. Hale Mālama aims to help students achieve a fulfilling and balanced student life by providing free and confidential mental health counseling and support. During the initial appointment, we work with students to determine their needs and how best to serve them. There is no need for a referral or existing mental health diagnosis. Students can meet with a team of mental health counselors in person, via zoom, or phone call.

Our **human needs** programs provide campus-direct access to support & outreach services that increase the perpetual self-sufficiency and academic success of every Kaua'i Community College student. These services aim to address food insecurity; student houselessness; childcare connections; college affordability; emergency aid; other basic needs such as transportation, medical/dental, and technology; and referrals to needed community resources as identified. Our students are connected to our services through self, campus, community, and CARES team (also Behavior Intervention Team) referrals. We empower our students to create and advocate for their successful and sustainable future by leveraging our programs and resources.

Our **Non-Clinical Case Management and CARES Team** provides resources to individuals within our campus community who may be exhibiting signs of personal distress or concerning behaviors. The Case Manager is responsible for receiving, facilitating weekly CARES meetings, triaging, updating running records, and maintaining contact with the referral source(s) throughout the intervention process that is recommended by the multidisciplinary CARES Team.

**College Mission Statement** (UHCCP 5.202) Kaua'i Community College is a kahua that inspires, engages, and empowers learners and educators to enrich our community and our world. *‘O ke kahua ma mua, ma hope ke kūkulu. First comes the foundation, then comes the building. (‘Ōlelo No‘eau, number 2459)*

Hale Mālama was created to serve all Kaua‘i Community College students who can benefit from support services which include human needs, mental health, financial, community resources, and case management to navigate challenges impacting their academic journey and overall well-being.

## 2. Program Student Learning Outcomes or Unit/Service Outcomes

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**PLO #1 (New)**- Support the comprehensive well-being of students, faculty, and staff by offering integrated mental health and holistic support services that address emotional, academic, physical, and social needs, fostering resilience, personal development, and academic success in a nurturing and inclusive campus environment.

a) Findings:

<i>Program</i>	<i>Fall 2023 - Summer 2024 Total</i>
<i>Individual sessions</i>	89 unduplicated students 156 sessions
<i>Groups - students</i>	21
<i>Malama I Ke Kahua - faculty and staff</i>	5 groups, 97 visits, 31 unduplicated attendees
<i>Outreach</i>	86 * visits

<i>Faculty Outreach- Malama I Ke Kahua</i>	<i>Fall 2023</i>	<i>Spring 2024</i>
	Ikebana Group	Coconut Weaving
	La‘au Lapa‘au Workshop	Ecosystems Workshop
		Limahuli Field Trip

b) Improvement Implemented: We have recently acknowledged the inclusion of faculty and staff in general, but in particular instructional faculty, needs to be supported in a way that Hale Mālama is uniquely situated to address. This has resulted in new outreach efforts, “Mālama I Ke Kahua”, as indicated above to help promote self care and balance through a culturally based perspective targeting faculty. This is all part of our “pono campaign” to promote the values of “pono” in a tangible way that will hopefully result in improved

mental health and overall well-being of our campus community.

c) Next Assessment Date: AY 2025

**PLO #2 (New)** - Maintain comprehensive and accessible human needs and support services for students, staff, and faculty, and make referrals to community services as needed.

a) Findings:

4 programs dedicated to food insecurity

2 programs to address hygiene needs

1 campus program to address child care access and 1 referral avenue

1 program to address financial emergencies

<i>Program</i>	<i>Fall 2023</i>	<i>Spring 2024</i>	<i>Summer 2024</i>	<i>Total</i>
<i>Ho'ai Food &amp; Goods Pantry</i>	910 visits	608 visits	77 visits	1595 visits
<i>Mālama Meals</i>	60 meals served	70 meals served	n/a	130 meals served
<i>Meal Vouchers</i>	1,099 vouchers	1,315 vouchers	n/a	2,414 vouchers
<i>Emergency Aid</i>	54 applicants	40 applicants	0 applicants	94 applicants
<i>Child Care Aid</i>	10 applicants	6 applicants	0 applicants	16 applicants
<i>Food Distributions</i>	2 events	1 event	n/a	3 events
<i>Period Underwear Distributions</i>	n/a	4 events	n/a	10 organizations 4 events
<i>Outreach</i>	4 events	6 events	2 events	12 events

**Unduplicated Student Reach by Program:**

<i>Program</i>				
<i>Ho'ai Food &amp; Goods Pantry</i>	176	139	41	
<i>Mālama Meals</i>	45	42	n/a	
<i>Meal Voucher</i>	142	108	n/a	
<i>Emergency Aid</i>	36	21	0	

<i>Child Care Aid</i>	5	6	0	students
<i>Food Distributions</i>	251	110	n/a	361 households

- b) Improvement Implemented: This is a new Program Learning Outcome, however, we implemented a new program, Mālama Meals, during this time to try and alleviate some of the need for access to hot food on campus.
- c) Next Assessment Date: AY 2025

**PLO #3 (New)** - Utilize the CARES referral system as well as in-person availability and presence to ensure that individuals within the campus community experiencing extreme life and/or work related stressors will be supported in a way that promotes their overall well-being. This involves providing personalized care, coordinating necessary resources, advocating for accommodations, all while helping students, faculty and staff navigate both their mental health and academic/employment responsibilities effectively.

- a) Findings: In AY 2023-2024, there were 75 total CARES referrals made via the online referral system. 28 of those individuals required more than academic counselor support and were triaged to other resources, both on and off campus, for reach out/intervention. 4 of the 28 individuals referred to the CARES team were faculty, of which 1 individual was connected to acute, on campus mental health support..
- b) Improvement Implemented: CARES Team began to include faculty and staff in their referral process in AY 2023-2024.
- c) Next Assessment Date: AY 2025

### 3. Analysis of the Program/Unit

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**Demand:**

Program data identified within the previous PLO section presents a clear picture of the demand that is needed for Hale Mālama support services and importance of our mission statement. It is clear from national data regarding students experiencing mental health and lack of basic needs that there is untapped demand on our campus and that more effort and creativity needs to happen in order to address this. Despite that, the existing numbers show the critical need for Hale Mālama to maintain the existing staffing and support services currently being offered, especially considering the grant funding for key positions coming to an end. This is especially relevant as we have extended our

services to faculty and staff recognizing the importance of supporting their mental health and how that will positively impact students and the campus community at large.

**Efficiency:**

Hale Mālama team has maximized individual roles of staff members by creating cross program opportunities to provide services to faculty and students. By doing this we have improved our ability to service both students and faculty in a quick and efficient manner that eliminates unnecessary barriers to addressing concerns or providing accurate guidance. Our response time to email inquiries and other referral sources for any of our support services consistently happens within a 24 hour period. This timely response represents not only efficiency but our departmental efforts to ensure our campus community feels heard and that their voice matters.

**Effectiveness:**

The numbers of students reached and program outreach efforts display the effectiveness of our mission to improve student mental health and overall well-being through a holistic approach. Students continue to seek support from Hale Mālama which displays the effectiveness of our informational campaign to let students know what support services are available and then having them actually take advantage of them. It is also clear from student feedback that our efforts are being received in a positive manner and producing tangible results for them.

<b>Demand</b>	
# of students served at Hale Mālama	328
# of Native Hawaiian students served	99 (30.2%)
Meal voucher	Academic Year 2023-2024 = Unduplicated Fall 23 = 142 ; Spring 24 = 108
Ho'ai Food & Goods Pantry unduplicated # students served	Academic Year = 2023-2024 Fall23 = 176 ; Spring24 = 139 Total = 303
Ho'ai Food and Goods Pantry visits	Academic Year = 2023-2024 Fall 23 = 910 Spring 24 =608 Summer= 77
Food Distributions # of students	Fall 23= 2 events; Spring 24= 1 event
Emergency Aid	Fall 2023= 54 Unduplicated; Spring 2024=40 Unduplicated
Child Care Grants	Fall 23= 16; Spring 24= 6; unduplicated applications
Non-clinical Case Management (CARES Team)	62 unduplicated referrals, 19% of the 62 referrals are Native Hawaiian students

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 Program: Enter Program or Unit Name

Mental Health services (individual and group therapy)	63 students Unduplicated
Individual Therapy	156 of total appointments 89 students Unduplicated
Group Therapy/Support Group	26 groups
Outreach and campaign efforts	83 visit *
# of students participating in a social service mentorship program with Hale Mālama	1

<b>Efficiency</b>	
# of students who completed intake process for Hale Mālama’s mental health services	12
# of students serviced by Hale Mālama (unduplicated)	81
# of care plans completed	15
# of BSW and MSW interns per AY at Hale Mālama	a. Clinical: 1
Communication and marketing materials	<ul style="list-style-type: none"> <li>● social media engagement: 336 followers</li> <li>● # of flyers: 8(mental health)</li> </ul>

<b>Effectiveness</b>	
Satisfaction survey for mental health services	<ul style="list-style-type: none"> <li>● 13</li> </ul>
Post support group anonymous survey (for nursing students’ pono sessions)	<ul style="list-style-type: none"> <li>● 347 responses</li> <li>● Pre and post assessment for nursing students               <ul style="list-style-type: none"> <li>○ 46 responses</li> </ul> </li> </ul>
Pre and Post-test assessment - assess students wellbeing including resilience, anxiety, depression, suicide ideation, and stress.	<ul style="list-style-type: none"> <li>● Nursing program pre and post assessment:               <ul style="list-style-type: none"> <li>○ 46 responses</li> </ul> </li> <li>● Individual intake assessment for mental health and wellbeing services</li> </ul>

	○ 21 responses
* See index for detailed survey results	

## 4. Action Plan

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\*\*Goals are based on new PLO's and so recommendations for improvement are projecting forward as opposed to discussing past activity.

**Goal #1:** Continue to provide mental health and wellness services to students, faculty and staff through a combination of individual sessions, support groups, educational workshops, and message campaigns etc. (Imperative K, Imperative S)

**Recommendations for improvement:** For Hale Mālama to continue to grow and improve we need to ensure that the team remains in place beyond the length of the current grant cycle in order to provide the necessary support services to our campus community.

**Activity:** Continue to utilize Hale Malama's mental health assessment to explore and identify the needs and/or challenges that the campus community are experiencing. Further information gathering will then aid in customizing the mental health and wellness services to satisfy the needs of each individual, group and campus department. Continue to use the Lokahi wheel and Native Hawaiian foundation to promote pono values.

**Goal #2:** Establish defined community referral procedures and pathways. (Imperative S)

**Recommendations for improvement:** Moving forward explore ways to utilize student workers and student interns to assist bridging any gaps in outreach and actual participation in services.

**Action Plan:** Begin to track number of referrals completed and funnel students to the Hale Malama case manager for follow up. Simultaneously, contact community organizations about their procedures for streamlined student referrals and establish a person of contact (POC) for each organization.

**Goal #3:** Improve outreach to students and faculty in need by identifying barriers and gaps in service. (Imperative S)

**Recommendations for improvement:** Establish clearer referral pathways. Explore ways to capture student and faculty feedback.

**Action plan:** Utilize current self-reporting assessments to determine the gaps in departmental services along with Maxient case management system (when procured for KCC campus) to effectively and efficiently connect individuals to on campus departments required to address their specific need(s).

## 5. Resource Implications

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[Detail any special resource requests not funded by your regular operating budget, including reallocation of existing resources (physical, human, financial) to support Action or Perkins plans.

\*Note that CTE programs seeking future funding via UHCC System Perkins proposals must reference their ARPD Section 4. Action Plan and this ARPD Section 5. Resource Implications to be eligible for funding.]

### Request 1

- Purchasing a HIPPA protected case management system to document and track progress of students dealing with mental health and disability issues that comply with state and federal laws. Currently Honolulu CC, UH Maui Campus, Hilo CC, and UH Hilo use the Titanium program.
  - Titanium Estimated cost:
    - i. Basic program w/license for 5 users: \$1600 1st year, \$1320 after 1st year
    - ii. Calendar Sync: \$250 1st year, \$125 after 1st year
    - iii. Text reminders: \$125 annual fee plus, \$1/month and \$0.01/message, with minimum \$50 prepay

### Request 2

- Requesting 2 permanent positions for Hale Mālama staff whose positions are based on Title III grant, Kahua Paepae Ola, which will end on 9/30/2025.

I am NOT requesting additional resources for my program/unit.

### Index

#### ● Post support group (for nursing students) anonymous survey - measure the effectiveness and efficiency of pono sessions

- Fall 2023 with 1st year nursing students: 101 responses
  - 21.8% agree and 65.3% strongly agree that their overall mood has improved after pono sessions;
  - 26.7% agree and 59.4% strongly agree that pono sessions are helpful
- Fall 2023 with 2nd year nursing students: 90 responses
  - 23.3% agree and 63.3% strongly agree that their overall mood has improved after pono sessions;
  - 25.6% agree and 63.3% strongly agree that pono sessions are helpful
- Spring 2024 with 1st year nursing students: 105 responses
  - 20% agree and 78.1% strongly agree that their overall mood has improved after pono sessions;
  - 17.1% agree and 81% strongly agree that pono sessions are helpful
- Spring 2024 with 2nd year nursing students: 51 responses



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Program: Enter Program or Unit Name

- 17.6% agree and 72.5% strongly agree that their overall mood has improved after pono sessions;
- 19.6% agree and 74.5% strongly agree that pono sessions are helpful