



Founded in 1981

Board of Directors

Mary Jane Amundson, President

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Message from the President and CEO Annual Report for FY 2005-2006

Aloha Families, Friends, and Staff:

What a wonderful year we had! Thank you from our hearts to each and every one of you for the love you bring to those we serve and to each other. Love has so many definitions. We love our significant other, our children, that beautiful dress in the window, the flowers blooming, and many other “things” we cherish. Love can be a feeling of joy, passion, and compassion for others. Love can be a behavior such as a loving touch, a loving smile, and a loving gesture we do to others. But the love we feel you bring to TIFFE is a state of being, a presence of healing that is evident in *who* you are. It is that love in *you* that bring hope and forgiveness that strengthens each of us to move forward, sometimes one tiny bit at a time. Every ounce of kindness we share with each other helps to bring our whole world to a higher state of evolution. TIFFE thanks you for the role you play in the lives we serve.

Mahalo Nui Loa!

Gayle Kutaka
Chief Executive Officer
(808) 596-8433

MJ Amundson
President

TIFFE's Programs

TIFFE provides a multitude of programs in Hawai'i. The intention behind every program is to make a significant difference in the lives of children and adults, and to respond innovatively to societal problems. We have been very successful and strive to have even a greater impact in the years to come.

In fiscal year 2005-2006, TIFFE provided intensive in-home and community services to 1,405 families. Our Parent Line program, which provides parenting advice to families, responded to 3,270 phone calls. Our Mobile Outreach program which provides parenting skills and play activities served 626 houseless families. Our Parenting Skills and Resource Management Training for Qualified Low Income Families program with the Department of Human Services served 446 families the first year in operation.

CARF Accreditation

TIFFE was awarded a Three Year Accreditation for the following programs:

- Intensive Family-Based Services: Family Services (Children and Adolescents)
- Intensive Family-Based Services: Mental Health (Children and Adolescents)
- Outpatient Treatment; Mental Health (Children and Adolescents)
- Prevention/Diversion: Family Services (Adults)
- Prevention/Diversion: Family Services (Children and Adolescents)

CARF gave TIFFE an exemplary rating for TIFFE's Father's Nurturing Services. TIFFE also received a rating of "Exemplary Conformance" in the area of Leadership stating that TIFFE is "very involved in community and statewide organizations, not only with the leadership members but also with many of the management staff members participating on local and state committees to improve services for children and families. In addition, several members of the leadership are recognized nationally as family nurturing experts."

Father's Services



Tom Naki, one of the co-founders of TIFFE, received the 2006 Hawai'i Outstanding Father's Program award for providing an exemplary service in providing inspirational support to fathers. Tom received this award at the "Inspiring Fathers" First Annual Statewide Hawai'i Fatherhood Conference. This conference was sponsored by the Hawai'i State Commission on Fatherhood, the Hawai'i Coalition for Dads, and Prevent Child Abuse Hawai'i, and funded in part by the Hawai'i Children's Trust Fund.

Research

Peggy Hill, LCSW, Program Administrator of TIFFE, served as the primary investigator for a study titled, "EEG Biofeedback: Demonstration of Treatment Efficacy in ADHD". Biofeedback is a non-medication intervention for ADHD. Seventy-five percent (75%) of the children receiving biofeedback intervention no longer had severe symptoms of

ADHD while 25% showed improvements but were still at risk. Two children no longer needed medication.

TIFFE's Cultural Panel of Experts

TIFFE developed a panel of clinicians from many of Hawai'i's cultures to serve as experts in incorporating cultural values and beliefs into treatment plans for children. The panel:

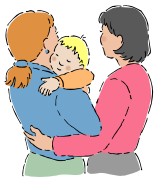


- Meets quarterly to review the diversity of cultures represented by the population served. In this meeting, particular needs for orientation, training, supervision and technical assistance are identified.
- Is available during business hours to guide clinicians in planning and accessing culturally appropriate life skills, technical skills, agricultural, culinary and arts activities, and culturally centered intervention techniques.
- Meets with clinicians as a group quarterly within the group supervision setting to provide case consultation
- Develops one activity a quarter that helps clinicians to understand one of the diverse cultures of Hawai'i.
- Works with supervisors to increase their awareness of cultural issues.

The following TIFFE clinicians from many cultures have made themselves available to participate in this cultural competency specialist panel. These include:

Alison Hashimoto, MHP	Japanese Culture
Joddy Manuwai, MHP	Hawai`ian Culture – Windward Coast
Kekoa Kaluhiokalani, MHP	Hawai`ian Culture
Misipati Karapani, Jr, MHP	Samoan Culture
Kathleen McLeod, QMHP	Chinese Culture
Leialoha Jenkins, MHP	Samoan/Hawai`ian Culture - North Shore
Stewart Choi, MHP, CSAC	Hawai`ian/Mormon Culture - Leeward Coast
Henry Galipir, MHP	Filipino Culture

Youth & Family Specialists



To represent the voice of our consumers, TIFFE established an Advisory Council that includes a Youth Specialist and a Family Specialist who offer their experiences and knowledge in working with people who have experienced mental health challenges. TIFFE managers also participate on the Advisory Council and take recommendations from youths and families back to the executive leadership group for input in programs, operations, and quality.

The Youth Specialist is someone who may have previously experienced or have known a loved one with a mental health challenge, and therefore is in a position to advise and recommend changes that will serve the best interests of the youths we serve. The Youth Specialist advises TIFFE on issues relating to programs, quality, health and safety, and overall operations.

The Family Specialist serve as a liaison between families and TIFFE by facilitating communication and direct contact with TIFFE staff. The Family Specialist may be a family member of a person who previously experienced or is experiencing mental health challenges. This person establishes a supportive relationship with families, and initiates and implements direct advocacy services.

New Programs

TIFFE was awarded two new contracts this past fiscal year. Nurturing Families of Hawai'i, funded by the Department of Human Services, provides parent skills and resource management training.

The overall goal of the training is to:

1. Reduce the incidence of child maltreatment
2. Reduce the number of families re-entering the Child Welfare system
3. Increase self-sufficiency through resource management
4. Provide culturally competent environments in which parent participants will be encouraged to participate and complete Parent Skills and Resource Management training.



Training services include but are not limited to the following core curriculum elements as requested in the RFP:

- Anger Management
- Communication
- Child Safety
- Nutrition
- Domestic Violence
- Money/Resource Management
- Positive Discipline

Nurturing Families of Hawai'i uses curriculum created for Hawai'i in consultation and collaboration with Dr. Stephen J. Bavolek, creator and author of the Nurturing Programs, which is recognized nationally as a best practice model.

Healthy Start Training and Technical Assistance, funded by Maternal Child Health Branch, provides training and technical assistance for Hawai'i's statewide Healthy Start system. The purpose of this program is to deliver and manage a training program, which includes:

- Identifying applicable curricula
- Identifying qualified and experienced trainers
- Managing and evaluating each training component
- Providing technical assistance for quality improvements in onsite programs

The overall goal of the training program is to prepare all staff to be effective in providing support for families to help their keikis set a Healthy Start.

Employee Retention



TIFFE values our employees. We believe that the strength of our organization lies with the fulfillment and happiness our employees bring to their work. We were challenged to look at creative ways to retain our employees, many who are hired on an hourly basis. TIFFE’s Retention Committee chaired by Kathryn Beavin, Manager of the Human Resources Department, implemented a number of activities to demonstrate how much we believed and valued our employees. Through our employee of the month program, we honored employees for their excellent service and commitment. We also honored employees for their length of service to TIFFE and distributed pins and gift certificates. We set the goal that 75% of all employees hired within the year will continue employment with TIFFE for one year. The following retention results reflect the intention we set:

Fiscal Year 2003 - 2004	58%
Fiscal Year 2005 - 2005	67%
Fiscal Year 2005 - 2006	73%

Consumer Satisfaction

As part of our Quality Improvement Plan, TIFFE sends surveys to our families asking for feedback on our performance. A sample of the twenty-four (24) parents who were still active with TIFFE at the time the survey was distributed responded in the following manner:

	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Not Applicable N/A
1. You are satisfied with your relationship with the TIFFE staff that has provided services to you and/or your family		1 (4%)		23 (96%)	
2. The TIFFE staff has treated you/your family with respect			1 (4%)	23 (96%)	
3. The TIFFE staff has been responsive to your telephone calls and questions			1 (4%)	23 (96%)	
4. The TIFFE staff has assisted you in learning skills that have been helpful to you and/or your family		1 (4%)	1 (4%)	21 (88%)	2 (8%)
5. There has been an improvement in your child’s behavior			5 (21%)	19 (79%)	