

'Ohana Navigation Center

Frequently Asked Questions

Family Promise of Hawai'i is a 501(c)3 nonprofit founded in 2006. Our mission is to help homeless and low-income families in Hawai'i achieve sustainable independence by mobilizing existing community resources and support.

As we prepare to open our new 'Ohana Navigation Center, we'd like to answer a few common questions about our programs.

What are the requirements for acceptance in Family Promise, and how are families screened?

- Family Promise exclusively serves families with children, meaning all of our clients have at least one child under age 18.
- At least one parent must be working or actively looking for work.
- Families must be tested for COVID-19. If they test positive, then families must quarantine.
- We have strict rules against drug use and domestic violence. Families must abide by these rules to stay in our programs.

What services will Family Promise provide at the 'Ohana Navigation Center?

- We will help hard-working families get back on their feet by providing:
 - Financial literacy and help with budgeting and credit
 - Help securing new/better employment
 - Permanent housing placement



"It's always exciting when families are able to find stable housing after being in the FP program. **It's gratifying to know we can be one small part of that success.**"

– Beth Davidann,
Family Promise Volunteer

- Families who are at risk of becoming homeless can receive those services from a case manager.
- For a small number of families experiencing homelessness, we will provide emergency housing in individual units at the 'Ohana Navigation Center.
- An on-site Resident Manager will assist residents with their needs and ensure adherence to rules.
- This will be a valuable resource for residents of Kalihi and other O'ahu communities who have been impacted by the pandemic.

Why did Family Promise choose the building at 1234 N. King Street?

- Because of the pandemic, we saw an alarming increase in the number of children and families who need our services. We believe every child deserves a home, and we want to do everything we can to make that happen.
- We applied for federal funding to help expand our unique and highly effective services.
 - Before applying for this funding, we completed an exhaustive search for suitable properties around Honolulu.
 - We needed to find a building that was vacant, close to areas with high need for services, and in an area with few other unoccupied properties.
- Although families we serve come from all over the island, a large proportion come from Metro Honolulu, including the Kalihi community. It's best when families can receive services close to where they work and where their children are enrolled in school. This results in much less disruption for the entire family, but especially the children.
- This building is close to public transportation and already zoned for mixed use, which allows for programs like ours.



“Family Promise Hawai’i exemplifies ‘ohana by the way they support their target population. It appears they go to great lengths to be sure we are not inconvenienced by the number of families they serve in our shared building, parking lot and office suites.”

– Rosie Rowe, Executive Director, Leadership in Disabilities & Achievement of Hawai’i

How can Family Promise ensure the safety and security of our neighborhood?

- The safety and security of our families has always been our #1 priority. We intend to be a good neighbor because that’s what we expect from the families in our program.
- We screen all our families before they are accepted. We do not tolerate drug use or domestic violence in our program. In the rare instances where our families break the rules, they must promptly leave the program.
- Family Promise staff will be on-site during daytime hours. A dedicated Resident Manager will be on site overnight and on weekends to handle any issues that may arise.
- We will install exterior security cameras and monitor them to ensure the safety of all the area residents, including those in our program.
- To eliminate disturbances to neighbors, the garage door will be permanently closed, so the ground floor entrance will be fronting King Street.

- Our families are just like any other family – except they are dealing with the trauma of homelessness or impending homelessness. They just want to build a better life for themselves and their keiki.

How does Family Promise intend to handle parking/traffic management?

- Family Promise will maintain 6 dedicated, off-street parking spaces. This is enough for the case managers and guests during the day, and the resident families at night.
- Overflow parking will be provided at our other facility (Kukui Center), about a mile away. We will provide transportation to and from the ‘Ohana Navigation Center.
- Staggered appointments and social distancing will eliminate congestion.
- We will incentivize and encourage our families to use public transportation. Fortunately, this facility is located on a major bus line, which makes taking public transportation easy and convenient.
- Walk-ins will not be accommodated. Screenings will happen at the main Family Promise site at the Kukui Center.



Will Family Promise’s new facility impact my property value?

- Research shows that services like ours have no negative impact on residential property values. In fact, sometimes they even increase.
- Property values around our current operations at Kukui Center have actually increased during the 12 years we have been in operation there.
- We did an informal survey of property values directly adjacent to three supportive housing facilities in Kaneohe. Here are the average property value changes of adjacent properties over the span of time in their space:
 - Oxford House Namoku (all-men sober house): Property values increased 20%
 - Marimed, Inc. (troubled youth transitional house): Property values increased 67%
 - Hina Mauka (comprehensive rehabilitation for alcohol and substance use disorders): Property values increased 70%
- Having unsheltered homeless persons in a neighborhood can certainly impact property values negatively. Family Promise works to prevent unsheltered homeless families, so we believe there is a way to work together for the betterment of the community.

“Family Promise Hawaii has been the anchor tenant in the Kukui Center since 2009. **The staff and clients have been very observant of our rules and are polite and considerate of all of the others in the building.**

They add a great deal and the children are adorable and provide a welcoming and heart warming presence.”

— Judy Lind, Executive Director,
Harry and Jeanette Weinberg
Kukui Center

I still have questions. Who can I call?

- Please contact Lama Chang, Family Promise Manager of Operations at **808-466-4246** or email **lama@familypromisehawaii.org** to ask additional questions or to set up an appointment to visit Family Promise at the Kukui Center to learn more.

We look forward to getting to know you.