2024 ANNUAL REPORT

Shaping the future, together

Highlights of our community's generosity, resilience, and collective impact.



United Way
Aloha United Way



Shaping the future, together

At AUW, we believe that unity, compassion and action can shape a future where everyone thrives.

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TO OUR SUPPORTERS



MICHELLE BARTELL
President & CEO
Aloha United Way

> ”At the heart of our work is connection: transforming individual efforts into collective impact that strengthens our entire community.”

Aloha e friends,

As we reflect on 2024, I am deeply grateful for the strength and generosity of our community. Together, we faced challenges–supporting families in crisis, expanding access to resources, and strengthening the systems that hold our community together. None of this would have been possible without the generosity of our donors, the commitment of our partners, and the hard work of our staff and volunteers. Despite the many headwinds from the rising cost of living, lack of affordable housing and ongoing impacts from the Maui wildfires, we showed up for one another in ways that continue to inspire me.

Earlier this year, Aloha United Way (AUW) released our latest ALICE Report, which revealed that 40% of Hawai‘i households struggle to afford basic needs, and one third have contemplated moving out of state in the the next year. These statistics are a stark reminder that our high cost of living is forcing outmigration and that too many families remain one paycheck away from crisis.

These economic realities underscore the need for collective impact through the ALICE initiative. AUW, in partnership with the Hawai‘i Community Foundation, serves as the backbone convener of the ALICE initiative, which is now comprised of 21 nonprofit partner agencies working together to effect systemic change so all in Hawai‘i can remain here and thrive.

We rallied alongside hundreds of nonprofits at the Hawai‘i State Capitol to Shape the Future for our sector–calling for greater investment in the essential services that hold our community together.

At the heart of our work is connection: transforming individual efforts into collective impact that strengthens our entire community.

This report highlights not only the numbers that demonstrate our impact, but also the stories that bring those numbers to life. Each achievement reflects your belief in our mission and your trust in our ability to deliver lasting change. We remain inspired by what we can accomplish when we work side by side for the good of our community. United truly is the way.

Looking ahead, our focus remains clear: unite our community in action, ensure resources are accessible, and shape a future where every person has the opportunity to thrive.

A ‘ohe hana nui ke alu‘ia - No task is too big when done together.

Mahalo nui loa,



Michelle Bartell
President & CEO

WHEN WORKPLACES UNITE



250+
companies

$8.6 million
raised

86+
special event opportunities

"Workplace giving allows our employees to feel part of something bigger–shaping a stronger future for Hawai'i."
– Corporate Partner



First Insurance Company of Hawai'i team member embraced the spirit of giving at our Splash Down fundraiser, raising over $1,800 for Aloha United Way through a day of fun, water balloons, and community spirit.

HAWAI'I THRIVES

AUW 211 Statewide Helpline

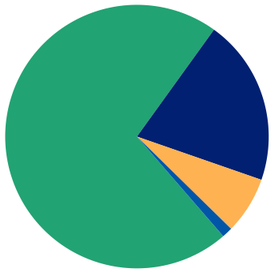
2024 | TOP 3 REQUESTS

1. Rental Assistance /Housing / Shelter
2. Utility Bill Assistance
3. Food Assistance / SNAP

INFORMATION & REFERRAL: 2024 UNMET NEEDS

AUW 211 Statewide Helpline continues to be a vital lifeline for residents navigating basic needs. In 2024, Information & Referral specialists fielded more than 40,000 calls, answering over 90% within 30 seconds and ensuring timely support for people in crisis. Nearly one in five callers were kūpuna (55+), with the top requests focused on housing, utilities, and food assistance–reflecting the ongoing cost-of-living pressures faced by families statewide.

At the same time, more than 2,500 needs went unmet due to programs running out of resources or services not existing locally. Unmet requests most often centered on rent and utility assistance, shelter, and relocation support. This data highlights both the statewide reach of 211 and the continuing gaps in Hawai'i's safety net.



% Unmet Needs by County

- 71.42% City & County of Honolulu
- 20.41% Maui County
- 7.03% Hawai'i County
- 1.3% Kaua'i County

2024 Top 5 Unmet Needs: Program out of Resources

1. Rent Payment Assistance
2. Utility Payment Assistance
3. Homeless Shelter
4. First/Last Month Rent Assistance
5. Rental Deposit Assistance

2024 Top 5 Unmet Needs: Service Does Not Exist

1. Temporary Financial Assistance
2. Rent Payment Assistance
3. Water Service Payment Assistance
4. Utility Service Payment Assistance
5. Airfare



MORE THAN
40,000
CALLS WERE ANSWERED



"211 reminded me I wasn't alone. There was help, and there was hope."

211 caller

211: A lifeline of hope

When Jamie lost her home to a wildfire and later faced a devastating car accident, she didn't know where to turn. A call to 211 connected her with emergency housing resources, counseling support, and financial assistance to help her rebuild her life.

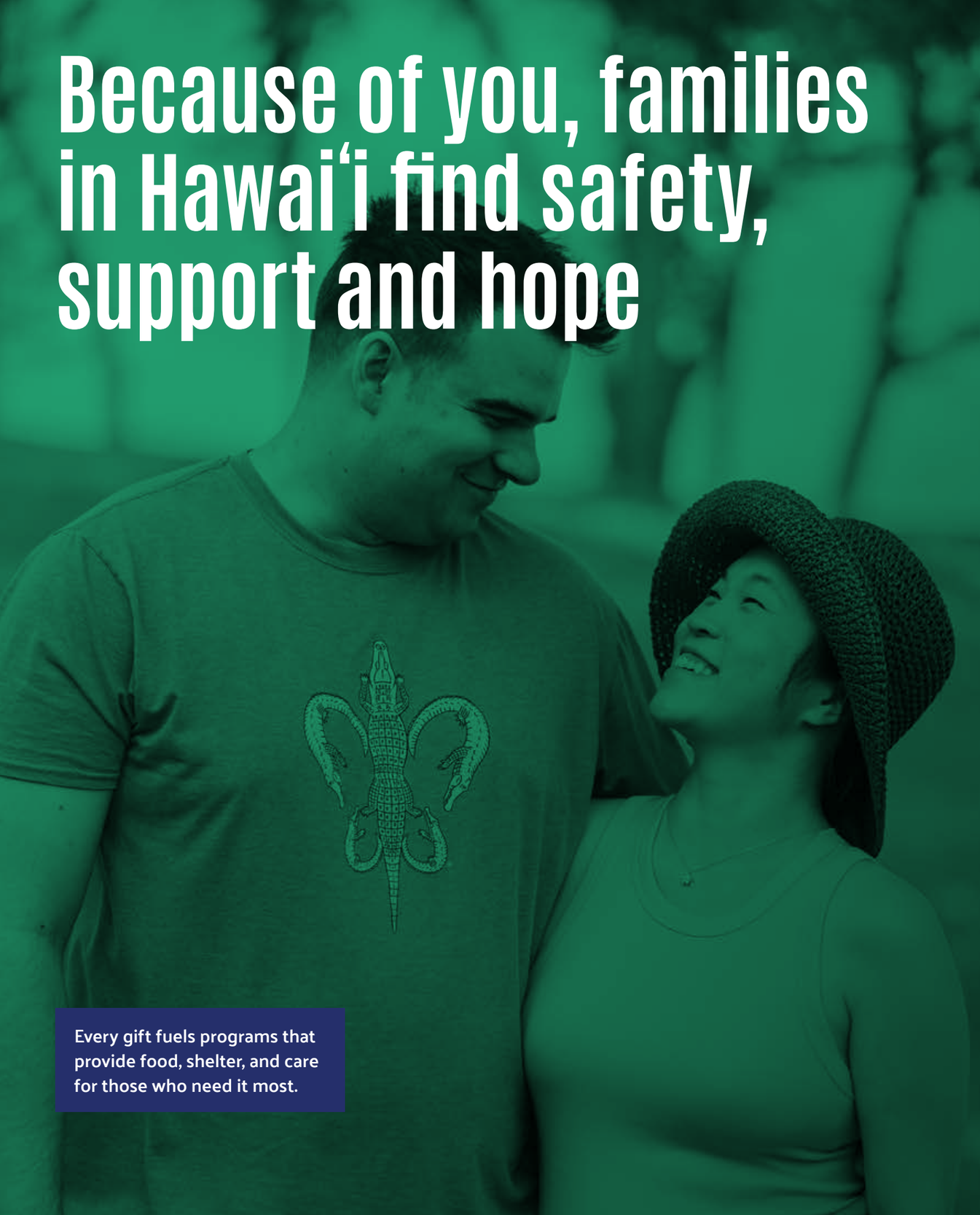
Jamie's story is just one of thousands. Every day, AUW's 211 specialists answer calls from people navigating crises–providing a compassionate ear and connecting them to vital resources across the islands.

2·1·1
Get Connected. Get Help.™
Free & Confidential

DID YOU KNOW?

- We have **over 4,000 health and human services resources** in the 211 database.
- We are open **7 days a week 7am - 10pm** including holidays.
- Real time interpretation in over **180 languages** available.
- 211 is **staffed by locals for locals**: 100% of 211 staff resides in Hawai'i.
- **Disaster Response:** 211 helps offset non-life threatening calls from 911.
- 211 is a **real-time source** of community needs data.

Because of you, families in Hawai‘i find safety, support and hope



Every gift fuels programs that provide food, shelter, and care for those who need it most.

84
families secured permanent housing

40,348
calls answered through 211

24 million
pounds of food distributed

299,910
people served across Hawai‘i

3,785
mothers received vital health care

Together, we’re building a stronger and more resilient Hawai‘i

DISASTER RESPONSE & CRISIS SUPPORT

- 1,099 individuals educated on disaster preparedness (183% of the goal).
- 160 disaster survivors received critical post-disaster aid, including food, shelter, and financial assistance.

HOMELESS & SHELTER PROGRAMS

- 80 “Hub Spots” provided essential homeless services across O‘ahu, helping transition 103 individuals into housing.
- 84 formerly homeless veterans secured permanent housing–138% of the initial goal.
- 46 survivors of domestic violence found safe and stable transitional housing.
- 44 homeless families with children received shelter, food, and case management support.

HEALTH & COMMUNITY CARE

- 3,785 pregnant and post-partum clients received vital maternal health services.
- 21 sightless individuals trained in orientation and mobility skills.

FOOD INSECURITY

- 24 million pounds of food distributed to families in need.
- 288,503 meals served from keiki to kupuna.

211 STATEWIDE HELPLINE

- 40,348 total calls were answered connecting community members to vital resources through 211.

ALICE

- Over 29,000 clients received financial stability support through the AUW ALICE Cohort, including job training and matched savings programs.

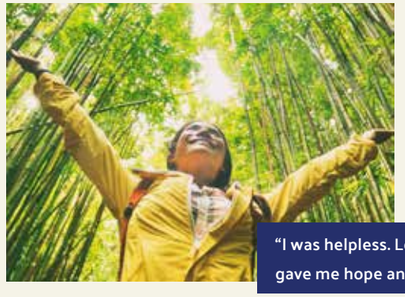
* Data for this report were derived from multiple sources, including the Safety Net Annual Report, ALICE report, and the 211 Impact Survey

Partner Agency

PARTNER AGENCY HIGHLIGHTS

Behind every story of hope and recovery are the partner agencies that make it possible. Together with Aloha United Way, these organizations form the backbone of our community's safety net, meeting people where they are, addressing urgent needs, and helping them build a path forward.

Each partner agency brings specialized expertise and deep local roots, but what unites them is a shared commitment to compassion, dignity, and lasting impact. Through your generosity, our 250+ partners are able to reach further, serve more families, and transform challenges into new beginnings, creating a stronger and more resilient Hawai'i for all.

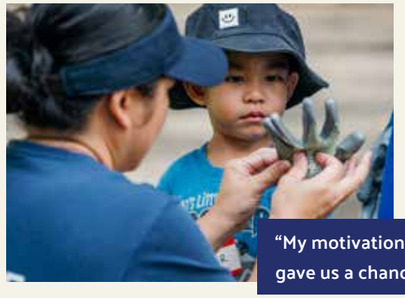


Legal Aid Society of Hawai'i

Natsuko's Story

When Natsuko lost her green card, she worried that she might be deported. With support from Legal Aid's Hawai'i Immigrant Justice Center, she learned her residency was still secure, completed her renewal, and regained peace of mind.

"I was helpless. Legal Aid gave me hope and security."



Waikīkī Health - Youth Outreach (YO!)

Sue's Story

After three years of homelessness, Sue and her young son found a safe place at The Youth Out Reach (YO!) Drop-in Center. With support, she secured housing, completed an alternative education program, earned her diploma, and was hired by Kupu. Today, she's building a career while raising her son.

"My motivation was my son. YO! gave us a chance to start fresh."



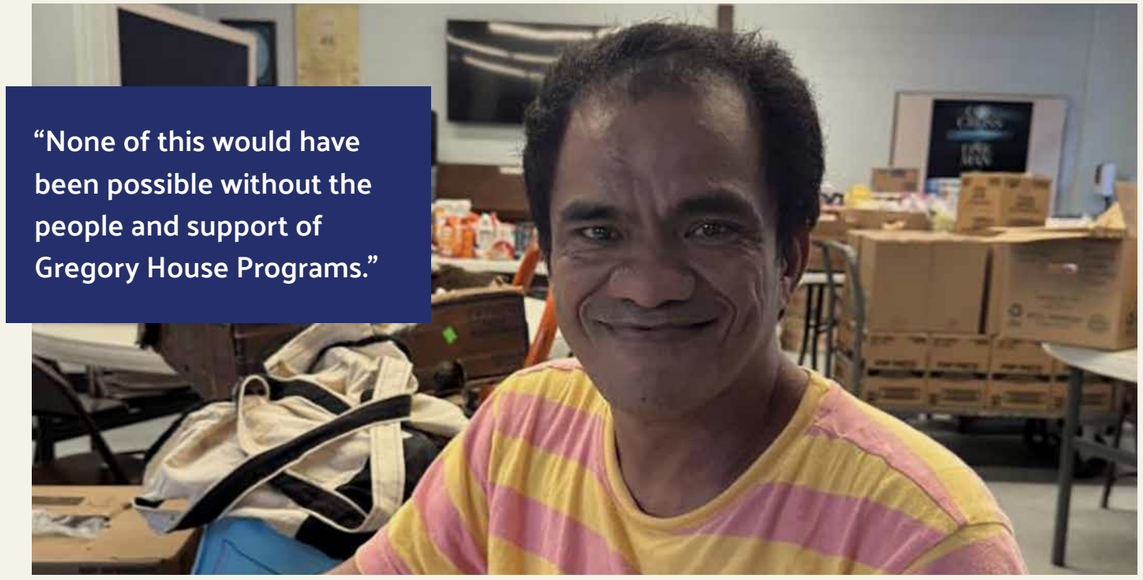
Hawai'i Meals on Wheels

Uncle George's Story

When George, a 77-year-old retired boat captain, lost access to running water, Meals on Wheels stepped in with food, care coordination, and a safety net. Volunteers and staff worked tirelessly to restore his dignity and connect him with long-term care.

"Hawai'i Meals on Wheels saved Uncle George's life."

Because of you, hope turned into healing



"None of this would have been possible without the people and support of Gregory House Programs."

Kai was born on O'ahu and was living with his family on the Big Island when his life took an unexpected turn. After his family discovered his HIV status, their acceptance quickly turned to fear. Believing they could "catch" HIV through casual contact, they insisted Kai use his own utensils and refused to let him ride in the car with their children. Eventually, they told him he was no longer welcome in their home.

Determined to find a new start, Kai bought a ticket back to O'ahu in search of housing. Despite having worked for many years before falling ill, finding a care home that would accept him was difficult. His Social Security Disability Insurance income was too high to qualify for some programs, yet not enough to cover housing and medical care.

As his resources dwindled, Kai began missing doses of his diabetes medication, and his health worsened. Complications led to the loss of several toes and partial vision. During this difficult time, he learned about Gregory House Programs, which provides support for people living with HIV. Facing homelessness, Kai qualified for assistance and moved into one of their residences in 2023.

Now in his second year, Kai is back on his medications and stable. He will soon move into a two-bedroom apartment with a caretaker and hopes to return to work–perhaps at Safeway or another retail store–ready to rebuild his independence and his life.

ALICE Initiative

ALICE UPDATES

In the final year of the 2022–2024 ALICE Cohort, grant partners supported more than 29,000 residents in strengthening their economic mobility through access to affordable housing, job readiness training, savings initiatives, and debt reduction services.

This represents a 52% increase in individuals served compared to Year 2. The growth was also evident in program development, with many direct service providers now offering three or more ALICE-focused programs to meet community needs. Additionally, collaborations deepened throughout the Cohort, with each grant partner actively working alongside 12 other organizations to build a more robust safety net for ALICE households.

Community Pulse Survey results:

(a survey of ALICE program participants)

33%
reported increasing their annual income after participating in their program

21%
increase of participants who now have a personal budget or financial plan

27%
increase of participants who are able to pay bills on time

170%
increase in those who are now spending less than their income each month, leading to more financial security and relying less on credit

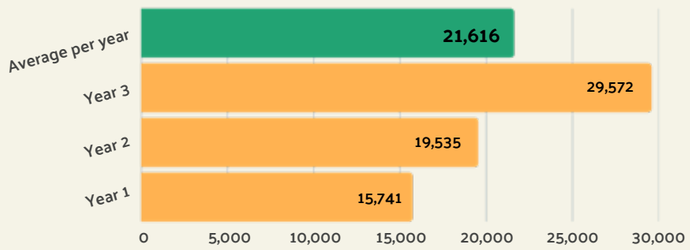
Testimonials shared from 2024 ALICE Grant Partners

"Being a part of the ALICE cohort has absolutely changed me. It has really helped me understand the "working hard" as opposed to the "working poor" and that they face so many stressors like mental health and access to services."

"We made a big impact in our work through participating in ALICE. Specifically, we were able to document that 75% of our participants paid off a substantial portion of their debt, increased their credit score."

"Participating in ALICE helped raise awareness about who ALICE is, highlighting that many of our own staff fall into the ALICE category. This insight led our leadership to commit to gradually raising our lowest-paid staff wages to a livable level over the coming years, based on ALICE data. Moving forward, ALICE data will continue to serve as a key reference point as we work to ensure our employees earn at least a livable wage."

ALICE | PARTICIPANTS SERVED (2022 - 2024)





The ALICE cohort continues to bring large-scale systems change to elevate ALICE households. In partnership with the Hawai'i Community Foundation (HCF), Aloha United Way funded 17 nonprofit agencies to increase financial stability & savings & generate access to safe & affordable housing for those below the ALICE threshold. AUW & HCF will collectively put $1,500,000 per year to these innovative & scalable programs.

ALICE Grantees

THE FOLLOWING PARTNER AGENCIES WERE AWARDED THREE-YEAR GRANTS FROM THE ALICE FUND FOR 2022, 2023, 2024.

Catholic Charities Hawai'i
Catholic Charities Hawai'i (CCH) provides the Akahai E Komo Mai (Akahai), a financial wellness program designed to assist ALICE families to achieve household stability and develop the skills to build a pathway out of poverty.

Council for Native Hawaiian Advancement
CNHA's Hawaiian Trades Academy provides workforce development for economically & socially disadvantaged communities. The goal of the program is to raise the household income of families in Hawai'i.

Family Promise of Hawai'i
To help ALICE families stabilize, Family Promise of Hawai'i launches a new initiative called WAA (Working, Attaining, Achieving). The program supports financial stability and an increase in savings for ALICE families.

Feed The Hunger Fund
The Investing in Economic Growth Program aims to increase earned income & savings for ALICE households by providing $3.5 million in loan capital to low-income entrepreneurs otherwise unable to access loans.

Goodwill Hawai'i
Goodwill's partnership with Komohale Services offers an array of services on-site at Komohale's affordable rental housing to address residents' needs to get ahead, overcome challenges, and gain greater financial independence.

Hawai'i Appleseed Center for Law & Economic Justice
Hawai'i Appleseed supports the work of the ALICE Cohort by: (1) engaging the perspectives and voices of ALICE households to inform and pursue policy change; (2) providing policy research to identify effective means of addressing economic inequity; and (3) supporting collective action to achieve systemic change.

Hawai'i Children's Action Network
Hawai'i Children's Action Network works to build and strengthen the voice of ALICE families to advocate for policies and systems changes that increase household income and reduce household expenses.

Hawai'i HomeOwnership Center
Hawai'i HomeOwnership Center provides classes, coaching, & post-purchase services to create sustainable homeowners. Program members are primarily low-moderate income & money management, & understanding credit is the foundation of our curriculum.

Hawaiian Community Assets
The Economic Self-Sufficiency for ALICE Households and Below project addresses the need for financial counseling, income supports, and career coaching to improve the financial capacity of ALICE and below households to achieve economic self-sufficiency.

IHS, The Institute for Human Services
IHS' Kahauiki Village (KV) program continues to provide affordable, permanent housing and supportive services for formerly homeless families with earned income. In addition to direct services provided by IHS' KV staff, partner agencies and community groups provide a variety of children's education and enrichment, family strengthening, and parent skill-building activities on site.

Institute for Native Pacific Education and Culture (INPEACE)
INPEACE helps educate ALICE households through workshops & coaching centered around personal finances. Ho'oulu Waiwai, which translates to "to build wealth," is a community-based program that works to improve financial stability through education.

Kōkua Kalihi Valley (KKV)
The goal of this project is to increase economic sovereignty among KKV ALICE households by providing, through KKV & its partners, a broader & sustainable array of economic supports, including an expanded public benefits enrollment team & new (for KKV) financial, job & educational guidance services, as a standard component of KKV programming long term.

Legal Aid Society of Hawai'i
This program supports the levers that move ALICE households toward economic stability & mobility, by providing legal information & services that address barriers to mobility.

Parents And Children Together (PACT)
PACT provides immediate economic improvement for ALICE families and advocates for policy and systems changes that address the impossible financial burdens for individuals and families that are under-resourced.

Partners in Development Foundation
PIDF's Kupa 'Āina (KA) natural farming project expands its community partnerships to provide Hawai'i's most at-risk and vulnerable youth with mentorship and vocational training opportunities, financial literacy education, and supplemental services to increase their independence and financial stability.

Residential Youth Services & Empowerment (RYSE)
Residential Youth Services & Empowerment (RYSE) provides a continuum of support for Hawai'i's houseless youth aged 18-24. Its new Tiny Village in Wai'anae provides a long-term paradigm shift by providing ALICE & house-less youth with dignified spaces that are well integrated into the Hawai'i community.

Waikīkī Community Center
Waikīkī Community Center's ALICE Asset Building & Resource Access program increases financial stability for ALICE seniors & families by creating a seamless network of support that provides the holistic services needed to address their multiple challenges, stabilize their situations, & allow them to thrive.

Safety Net

SAFETY NET HIGHLIGHTS

Each year Aloha United Way works collectively with partners to improve individual and systemic economic, health, and social conditions, and reduce inequalities for all households of Hawai'i. In 2024, $840,000 was awarded to 33 nonprofit agencies for Safety Net funding to provide basic human needs and support people experiencing crisis in the areas of emergency rent and utility relief, homeless programs and services, food security, childcare, healthcare, and disaster relief.



FOOD SECURITY
Dollars Spent: $256,000
Clients Served: 184,768
Aloha Harvest
St. Francis Healthcare Foundation of Hawai'i
Gregory House Programs
Hawai'i Foodbank
Hawai'i Meals on Wheels
The Pantry by Feeding Hawai'i Together
Touch A Heart
YMCA of Honolulu
Boys & Girls Club of Hawai'i
Susannah Wesley Community Center

DISASTER RELIEF
Dollars Spent: $57,000
Clients Served: 923
American National Red Cross (O'ahu)
Legal Aid Society

EMERGENCY HOUSING ASSISTANCE
Dollars Spent: $134,000
Clients Served: 1,141
Waimānalo Health Center
Helping Hands Hawai'i
Waikīkī Community Center
The Salvation Army Hawaiian & Pacific Islands Division (O'ahu)
Domestic Violence Action Center (DVAC)

HEALTH AND COMMUNITY CARE
Dollars Spent: $80,000
Clients Served: 762
Guide Dogs of Hawai'i (Adaptive Aids Canines & Advocacy for the Blind)
HUGS For Hawai'i's Seriously Ill Children and Their Families
Healthy Mothers Healthy Babies Coalition of Hawai'i
Parents And Children Together (PACT)

HOMELESS AND SHELTERS PROGRAMS
Dollars Spent: $313,000
Clients Served: 6,144
IHS, The Institute for Human Services
Hale Kipa
Mental Health Kōkua
Residential Youth Services & Empowerment (RYSE)
Wai'anae Coast Comprehensive Health Center (WCCHC)
Waikīkī Health
Women in Need (WIN)
Family Promise of Hawai'i
U.S. Vets Hawai'i
River of Life Mission
The Mediation Center of the Pacific
Honolulu Community Action Program (HCAP)

ALOHA UNITED WAY
SOCIETY OF YOUNG LEADERS
GIVE. SERVE. LEARN.

LEARN MORE



The AUW Society of Young Leaders (SYL) is a young professionals group whose mission is to give, serve and learn to make a collective, positive impact on the most pressing issues in our community.

SCHOOL SUPPLY DRIVE 2024
Thanks to the overwhelming support of our community, SYL's annual School Supply Drive in 2024 was a tremendous success.

GOLF TOURNAMENT "FORE DA KEIKI"
On June 13, 35 teams teed off to support the drive. The event raised nearly $30,000 to help equip students with the tools they need to succeed. Guests enjoyed delicious food, flowing drinks, and great company on the green.

PACKING DAY
Following the tournament, volunteers came together for Packing Day, where they filled over 500 backpacks with essential school supplies. These backpacks were distributed to students in need across our community, helping ensure every child starts the school year ready to learn.

ALOHA UNITED WAY
WOMEN UNITED®

LEARN MORE



Women United is a powerful force dedicated to creating opportunities and providing essential building blocks to empower women as leaders in their communities.

CHOCOLATE, CHAMPAGNE & COUTURE FOR A CAUSE
In 2024, Chocolate, Champagne & Couture for a Cause raised over **$200,000** to power Women United's mission of empowering women and strengthening our community. The event brought together fashion, delectable treats, sparkling champagne, and philanthropy to make a lasting impact.

WU FUNDED GRANTS
Proceeds supported the Women United Fund, which provides grants for programs that support women and girls through five impactful organizations:

- Domestic Violence Action Center - "Support to Survivor Stability" Program $10,000
- Worknet, Inc. $22,500
- IHS – Holumua Na Wahine $15,000
- Ho 'Ola Na Pua $25,000
- Honolulu Community Action Program, Inc. $20,000

Financial Report

$7.7M Other Community Grants

$14.7M invested in local impact

$4.7M Donor Designated Allocations

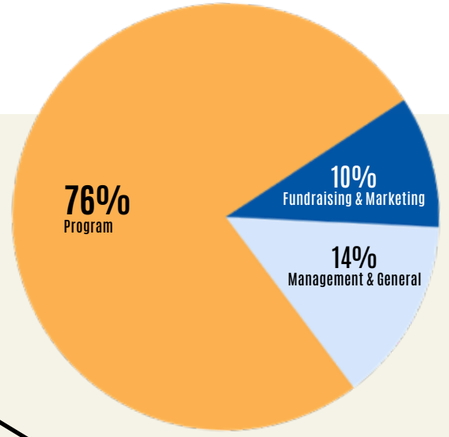
$2.3M AUW Impact Grants (ALICE & Safety Net)

2024 | REVENUE

Campaign Contributions	+8,621,474
Less: Donor Designations	- 4,143,804
Less: Provision for Uncollectible Pledges	- 119,128
Campaign, net[1]	**= 4,358,542**
Grants & Fiscal Agent	+ 9,073,743
Other, net[2]	+ 3,748,652
Total	**$ 17,180,937**

2024 | EXPENSE

Gross Funds Allocated to Agencies	+ 6,831,630
Less: Donor Designations [3]	- 4,337,007
Net Funds Allocated to Agencies	**= 2,494,623**
Program	+ 10,625,302
Management & General	+ 2,364,235
Fundraising & Marketing	+ 1,668,254
Total	**$ 17,152,414**



2024 PROGRAM	
Grants & Fiscal Agent	+ 10,015,278
AUW 211 Statewide Helpline	+ 2,097,246
Community Impact	+ 1,007,401
Total	**$ 13,119,925**

Scan for 2024 Audit Report

[1] Total AUW fundraising efforts for 2024 was $8.6M. Of this amount, $4.1M was designated by donors to external nonprofit agencies. Upon receipt of donor payments, AUW disburses funding to the designated agencies.

[2] Includes 211 services, investments (net of expenses), and building (net of expenses).

[3] These allocations represent payments received from donor designated campaign contributions. In 2024, the total payments received for allocation to agencies was $4.3M.

THANK YOU DONORS

This report includes financial contributions received between January 1, 2024 – December 31, 2024. We have carefully reviewed all records to provide an accurate accounting of your support. To report a correction, please contact donorrelations@auw.org

TOCQUEVILLE SOCIETY $10,000+ Donors

(Donations received in the 2024 calendar year)

Anonymous (2)
Alan & JoAnn Oshima
Alan & Joanne Arizumi
Amy Ching
Ann Teranishi
Arnold Martines & Thuy Nguyen-Martines
Benjamin & Patricia Ancheta
Benjamin & Yvonne Godsey
Benjamin Schuster & Valerie Wang
Blenn & Ruth Fujimoto
Brian Bowers
Bryan Luke
Burt Podbere & Donna Segal
Carol Ai & Michael May
Catherine Ngo & Robert Hines
Cathy Camp
Chris Dods
Christopher Benjamin
Colbert & Gail Matsumoto
Constance Hastert
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David & Kathy Morimoto
David & Kellyn Okabe
David Hudson & Dana Kokubun
Dean Shigemura
Denis & Ella Isono
Diane & Scott Murakami
Donald & Iris Kim Foundation
Ernest Ahumada
Galen Ho
George & Laura Kaneshiro
George Todd & Jean Malia Withy
Gina Marting
Glen Kaneshige
Greg Dinges
Guy Churchill
Hari Pillai
James & Juanita Wo Foundation
Jason & Raylene Nagai
Jay Shidler (Shidler Foundation)
Jill Higa
Jim & Robyn Polk
Jim Frierson
Jim Pappas
Joel Rappoport & Alexandra Tan
John & Shari Fink
John & Sue Dean
John Arrillaga
Jojo Watumull & Family
Karen Polivka
Karen Shigematsu
Kaulana & Joni Young
Kent & Jean Tsukamoto
Kevin & Sherri Sakamoto
Kimarie Matthews
Lance & Wanda Parker
Larry & Patricia Rodriguez
Leonard Leong
Lindsay Kikawa Yoshiki & Eric Yoshiki
Luke Yeh
Mark & Michelle Stofle
Mark Hayes
Marvin & Rae Hall
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